

W-2 Contractor Payment Structure
2019 – 2020 Contracts
 (Requirements for 2019)

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Note: Definitions for some common terms in this document can be found in the Related Programs Contract 2019 – 2020 and glossary.

Section 1: Summary of 2019 Changes

A. Changes to Current Incentive and Performance Outcome Payments (POP)

1. Monthly Capitated Payment

The W-2 Contractor will receive a monthly capitated amount equal to 1/12th of 50% of their total maximum budget. (See Section 2)

2. Performance Outcome Payments

For 2018, DCF paid W-2 Contractors an agreed-upon amount for each performance outcome attained up to the maximum budget for that outcome. For 2019, DCF will pay W-2 Contractors an agreed-upon amount for each performance outcome up to the performance outcome payments maximum budget.

3. Long-Term Participant Job Attainment POP

The Long-Term Participant Job Attainment requirements allow for an individual to use at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2013, 2014, 2015, 2016, 2017 (all unchanged), or at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2018 (change). (See Section 3.II.C)

4. Educational Attainment and Vocational Training Incentive

In 2017, DCF introduced the Educational Attainment and Vocational Training Incentive. For 2017 and 2018, W-2 Contractors received payments for this incentive based on data from Web Intelligence (WebI) reports. W-2 Contractors were not required to submit a verified claim for DCF to pay the W-2 Contractor for this incentive.

The four components of the incentive are:

- 1) Attainment of a High School Diploma or Equivalency in any placement except W-2 Transition (W-2 T).
- 2) Attainment of a High School Diploma or Equivalency in a W-2 T placement.
- 3) Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities.
- 4) Assignment of Job Skills or Technical College activities and in our All Families WPR Numerator.

For 2019, DCF will pay the first three components for this incentive based on CARES Mainframe system entry. (See Section 3.IV) The fourth component will continue to be paid based on data from WebI reports. W-2 Contractors are still not required to submit a verified claim for this component of the incentive.

W-2 Contractors must complete the Educational and Vocational activities with the <V- Educational Attainment and Vocational Training Completion> work programs completion code upon receiving

confirmation that the activities were completed. The W-2 Contractor must wait until they have the supportive documentation scanned into the Electronic Case File (ECF) using the document code POPD under the PIN to approve the claim in CARES. The deadline for initiating and approving claims for the three components for this incentive in CARES is by March 31 of the year following the 2019 calendar year educational attainment or vocational training activity completion date. (See Section 3.VIII.D)

5. W-2 Transition Participant Engagement Incentive Payments

In 2018, DCF introduced the W-2 Transition (W-2 T) Participant Engagement Incentive. DCF paid the W-2 Contractor a monthly payment for meeting the W-2 T participant engagement activity completion benchmark steps. Benchmark steps equal the weekly average of activity hours completed by a W-2 T participant. (See Section 7)

The attachment in Operations Memo [17-23](#), the [W-2 Transition Engagement Incentive Allowable Activities](#), provided the list of allowable activities for this incentive for 2018. DCF has updated the list of allowable activities for 2019.

See the [W-2 Transition Engagement Incentive Allowable Activities](#) attachment in Operations Memo [18-19](#), for the list of allowable activities for this incentive for 2019.

For 2019, DCF updated the W-2 Contractor Payment Structure language to provide clarification that W-2 Contractors will earn one payment per lifetime for each benchmark step a participant achieves.

6. Partial Job Attainment POP

Effective for contract year 2019, W-2 Contractors will no longer be able to initiate Partial Job Attainments. W-2 Contractors can continue to initiate Partial Job Attainments for contract year 2018 until March 31, 2019.

7. Vocational Training Completion Job Attainment POP

In 2018, DCF introduced a new POP claim named the Vocational Training Completion Job Attainment. W-2 Contractors were unable to initiate a Vocational Training Completion Job Attainment using a Claim Period Begin Date (CPBD). For 2019, W-2 Contractors will be able to initiate a Vocational Training Completion Job Attainment using a CPBD or Primary Employment Begin Date (PEBD).

B. New Incentive Payments

1. Customer Satisfaction Incentive Payments

DCF will pay a one-time annual payment to a W-2 Contractor that has a 70% positive satisfaction rating on one customer satisfaction question. The incentive-eligible question will be included as an additional question on the customer satisfaction survey sent to the W-2 Contractors on an annual basis. (See Section 8)

2. Excess Claims Bonus Incentive Payments

DCF will pay the W-2 Contractor the claims price plus a supplemental incentive payment for each claim that exceeds the target quantity number of performance claims, up to the maximum W-2 Contractor allocation for this incentive. The POP claims eligible for the bonus payment are:

- 1) Job Attainment;
- 2) Job Retention;
- 3) Long-Term Participant Job Attainment;
- 4) Vocational Training Completion Job Attainment; and
- 5) SSI/SSDI Attainment.

3. W-2 Child Support Liaison Noncustodial Parent (NCP) Enrollment Incentive Payments

DCF will pay a quarterly payment to the W-2 Contractor for each NCP a Child Support Liaison refers to a government funded employment program and the referral results in an NCP enrolling, for at least 30 days, in the employment program. The W-2 Contractor is eligible for one payment for each enrolled NCP per year. (See Section 10)

Section 2: Monthly Capitated Payments

The W-2 Contractor will receive a monthly capitation amount equal to 1/12th of 50% of their total maximum budget.

DCF will generate payments according to the [Claims and Payment Calendar 2019](#).

Section 3: W-2 Contractors' Claims Process for Performance Outcomes

W-2 Contractors will earn payments based on the attainment of the following ten performance outcomes:

- 1) Job Attainment;
- 2) Long-Term Participant Job Attainment;
- 3) Vocational Training Completion Job Attainment;
- 4) Job Retention;
- 5) All Families Work Participation Rate Numerator;
- 6) W-2 T All Families Work Participation Rate Numerator;
- 7) Two-Parent Work Participation Rate Numerator;
- 8) Noncustodial Parents Served;
- 9) SSI/SSDI Attainment; and
- 10) Timely Processing of Emergency Assistance Applications.

I. Performance Outcome Payments Overview

The W-2 Contractor will be paid on a per outcome attainment basis for each performance outcome. The W-2 Contractor must approve claims through CARES by 9:00 p.m. CST on the last calendar day of each month in order to receive payment for the claims in the following month. The Department of Children and Families (DCF) will generate performance outcome payments to the W-2 Contractor based on the information in CARES. Payments will be generated according to the schedule of [Claims and Payment Calendar 2019](#).

Only claims verified and approved by the W-2 Contractor will be considered for payment. The W-2 Contractor must use document code POPD in the Electronic Case File (ECF) under the PIN for all POP documentation. DCF has established an adjudication process that will apply to all W-2 Contractor approved claims. DCF will generate a monthly report in Webl, POP Report 01: W-2 Job-Related Performance Outcome Details by Contract Agency for the Month, which will identify all claims approved, denied, and paid in that month. There will also be a weekly report displaying all of a W-2 Contractor's claims including initiated, approved, withdrawn, and denied. The CARES screen WPOL will display in real time all initiated claims, as well as claims that were approved, withdrawn, and denied within seven calendar days of the current date.

II. Conditions Required for Job-Related Performance Outcome Payment

There are four types of job-related performance outcomes:

- 1) Job Attainment;
- 2) Vocational Training Completion Job Attainment;
- 3) Long-Term Participant Job Attainment; and
- 4) Job Retention.

The Primary Employment Begin Date (PEBD) is defined as the first date for which the employer paid the participant. This date must be accurately recorded on WPEH.

Example: A participant is hired on January 1, 2015; however, the first day the participant reports to work and starts being paid by their employer is not until January 15, 2015. The PEBD recorded on WPEH is January 15, 2015.

The PEBD should not change unless one of the following three scenarios occur:

- 1) A CMC participant returns to the same employment she left before being placed in CMC. In this scenario, the PEBD must be changed to the date the participant returns to employment directly from the CMC placement.

Example: The PEBD for a participant was October 15, 2014. The participant then has a baby and is placed in a CMC. She returns back to work on January 1, 2015. The PEBD recorded on WPEH is January 1, 2015.

- 2) A participant is laid off, terminated, or quits employment and is subsequently rehired by the same employer. In this scenario, the PEBD must be changed to the new hire date. The W-2 Contractor must provide documentation from the employer to prove that this was the sequence of events that occurred.

Example: A participant began employment on March 15, 2016. On July 31, 2016, the participant is laid off by the employer. On December 15, 2016, the employer rehires the participant and provides the W-2 Contractor with a letter stating that the employee was laid off and rehired. The PEBD recorded on WPEH is December 15, 2016.

- 3) A participant is with a temporary employment agency and there is a 90-calendar day or greater gap between active assignments. In this scenario, if there is a 90-calendar day or greater gap, the PEBD must be changed to the date of the new assignment.

Example: A participant has been with a temporary employment agency since June 25, 2016. The participant receives an assignment that begins July 1, 2016 and will end on December 31, 2016. The PEBD recorded on WPEH is July 1, 2016. After the assignment ends on December 31, 2016, the participant does not receive another assignment until August 1, 2017. The PEBD recorded on WPEH is August 1, 2017.

A W-2 Contractor can earn a POP for this employment provided all other requirements are met.

Claim Period Begin Date (CPBD) is defined as the W-2 Contractor's chosen begin date for initiating a POP claim for any rolling 31-day period within 180 days after the PEBD.

Example: A participant begins employment on February 7, 2017. The W-2 Contractor receives the paystubs from the participant for the first 3 months of employment. In the first 31 calendar days of employment, the participant did not meet the requirements of a claim; however, in the 31 calendar days following March 21, 2017, the claim requirements were met. The W-2 Contractor can enter a Claim Period Begin Date of March 21, 2017 on CARES screen WPOP.

CARES will look at the PEBD recorded on WPEH when determining the PEBD for the performance outcome claim. It is possible to backdate the PEBD without affecting the claim as long as the performance outcome payment requirements are met as of the PEBD.

Before approving a job-related claim in CARES the W-2 Contractor must verify that all required conditions are met and properly recorded in CARES and verification is scanned into ECF using the document code POPD under the PIN. During the contract year, it is possible for a W-2 Contractor to successfully earn all four job-related performance outcome claims for a single individual.

In a two-parent household, job-related employment claims can potentially be made on each parent. Refer to A. through D. below for details on verification requirements for a two-parent household.

When multiple employments are combined to meet a job-related performance outcome, the W-2 Contractor must designate one of those employments as the primary employment in CARES. The PEBD is used by CARES in the process of validating that the performance outcome requirements have been met. This process is described in more detail in A. through D. below. The following is a description of conditions required for each type of job-related performance outcome.

A. Job Attainment:

W-2 Contractors will earn Job Attainment payments by placing individuals in verifiable employment. The Job Attainment POP is payable under the following conditions:

1. The W-2 Contractor has verified that the individual has secured unsubsidized employment that complies with all state and federal labor laws.
2. The W-2 Contractor has verified that a single employment, designated in CARES as the Primary Employment, has lasted at least 31 calendar days with no interruptions.

3. The W-2 Contractor has verified that within 180 days after the PEBD, either a. or b. below was met from one job or a combination of multiple jobs:
 - a. Total hours worked (including paid days off) equals or exceeds 110 hours over a 31-calendar day timeframe. This condition may be met within the first 31 calendar days following the PEBD or CPBD.
 - or-
 - b. The individual has earned at least \$870 in gross unsubsidized wages over a 31-calendar day timeframe. This condition may be met in the first 31 calendar days following the PEBD or CPBD.

Note: The wages and hours from multiple jobs can be used to meet the Job Attainment requirements as long as the primary employment designated in CARES has lasted at least 31 calendar days with no interruptions.

Note: The wages and hours from any employee benefits (e.g. vacation/sick/bonus) an individual receives may be used to meet the hours or wages requirement for a Job Attainment claim.

The PEBD or the CPBD recorded in CARES must be on or after January 1, 2019.

4. The W-2 Contractor has verified that it has not received another Job Attainment payment for the eligible parent in the 12 months prior to the PEBD or the CPBD.

If a Job Attainment has been claimed in the previous 12 months, the system compares the PEBD or CPBD of the first Job Attainment to the PEBD or CPBD of the second Job Attainment. If the PEBD or CPBD is less than 12 months from the new employment, the system will not allow the second Job Attainment.

5. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
6. The W-2 Contractor has verified that as of one day prior to the PEBD the eligible parent who obtained the job has an open Employability Plan (EP) and is assigned to the "Actual" phase of a W-2 activity.
7. The W-2 Contractor has verified that either a. or b. below was met:
 - a. If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in a W-2 placement.
 - or-
 - b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in any W-2 placement.

8. All submitted verification is scanned in the participant's ECF using the document code POPD under the PIN prior to the claim being approved.

B. Vocational Training Completion Job Attainment

W-2 Contractors will earn a Vocational Training Completion Job Attainment payment by placing individuals in verifiable employment if those individuals completed vocational training. The Vocational Training Completion Job Attainment is payable under the following conditions:

1. The W-2 Contractor has verified that within 93 days prior to the PEBD, the individual has completed vocational training that meets one of the six requirements outlined in Section 6, Part II.

-or-

2. The W-2 Contractor has verified that the vocational training begin date was prior to the PEBD and the individual has completed vocational training prior to the end of the calendar year that meets one of the six requirements outlined in Section 6, Part II.

The W-2 Contractor must also verify the following:

1. The individual who obtained employment and completed vocational training has met all the requirements for the Job Attainment performance outcome (refer to Section II.A).
2. The PEBD must be on or after January 1, 2019.
3. The vocational training completion occurred on or after January 1, 2019. Vocational training may have begun prior to the 2019 contract year.

Notes:

1. The five activity codes: GE, HE, RS, JS, or TC, with a completion code of <V- Educational Attainment or Vocational Training Completion> cannot be deleted if there is a Vocational Training Completion Job Attainment claim associated with one of the activity codes until it has been withdrawn or denied.
2. Withdrawal or Denial of the Job Attainment claim associated with the Vocational Training Completion Job Attainment claim will automatically withdraw or deny the Vocational Training Completion Job Attainment claim.
3. Entering the work programs completion code of <V- Educational Attainment or Vocational Training Completion> on WPCS will display an informational message regarding the potential for manual initiation of a Vocational Training Completion Job Attainment.

C. Long-Term Participant Job Attainment

W-2 Contractors will earn the Long-Term Participant Job Attainment by placing hard to employ individuals in verifiable employment. W-2 Contractors can earn the Long-Term Participant Job Attainment POP in addition to the Job Attainment outcome payment for the

same individual as long as all requirements are met for both types of payments. The Long-Term Participant Job Attainment outcome payment is not payable for Partial Job Attainments.

The Long-Term Job Attainment POP is payable under the following conditions:

1. The individual:
 - a. Was carried into a W-2 contract on January 1, 2013 (i.e., was a W-2 participant on both December 31, 2012, and January 1, 2013);
 - b. Has used at least 24 months of the 60 month state W-2 eligibility time limit (clock) as of January 1, 2013; and
 - c. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2012.

-or-
2. The individual:
 - a. Has used at least 24 months of the 60 month state W-2 eligibility time limit as of January 1, 2014; and
 - b. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2013.

-or-

 - c. Has used at least 24 months of the 60 month state W-2 eligibility time limit as of January 1, 2015; and
 - d. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2014.

-or-

 - e. Has used at least 24 months of the 60 month state W-2 eligibility time limit as of January 1, 2016; and
 - f. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2015.

-or-

 - g. Has used at least 24 months of the 60-month state W-2 eligibility time limit as of January 1, 2017; and
 - h. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2016.

-or-

 - i. Has used at least 24 months of the 60-month state W-2 eligibility time limit as of January 1, 2018; and
 - j. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2017

-or-

 - k. Has used at least 24 months of the 60-month state W-2 eligibility time limit as of January 1, 2019; and
 - l. Has used at least 6 months of the 60-month state W-2 eligibility time limit in calendar year 2018

The W-2 Contractor must also verify the following:

1. The individual who obtained employment has met all the requirements for the Job Attainment performance outcome (refer to Section II.A above for Job Attainment requirements).
2. The PEBD or the CPBD recorded in CARES must be on or after January 1, 2019.

3. The W-2 Contractor has never received a Long-Term Participant Job Attainment outcome payment for the individual.

D. Job Retention

W-2 Contractors will earn Job Retention payments by placing individuals in a verifiable job(s) for a specified duration. The Job Retention POP is payable under the following conditions:

1. The W-2 Contractor has verified that the eligible parent has secured unsubsidized employment that complies with all state and federal labor laws.
2. The W-2 Contractor has verified that employment(s) has lasted at least 93 calendar days with no more than a single interruption of no more than 14 calendar days (the 14 days is included as part of the 93 calendar days) with the interruption followed by at least one calendar day of employment.
3. The W-2 Contractor has verified that either a. or b. below is met from one or a combination of multiple jobs:
 - a. Total hours worked equals or exceeds 330 hours over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days of the PEBD, or in the 93 calendar days following a CPBD.-or-
 - b. The individual has earned at least \$2,610 in gross unsubsidized wages over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days of the PEBD, or in the 93 calendar days following the CPBD.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the wages or hours requirement for a Job Retention claim.

If the Job Retention claim is based on a CPBD, not all 93 days need fall within 180 days after the PEBD; however, the first 31 days following a CPBD must fall within the 180 days after the PEBD.

Example 1: The PEBD is January 1, 2015. June 30, 2015 is the 180th day after the PEBD. The CPBD occurs June 25, 2015. The 31st day after the CPBD is July 25, 2015. Therefore, a Job Retention claim cannot be made because the 31st day does not fall within 180 days after the PEBD.

Example 2: The PEBD is January 1, 2015. June 29, 2015 is the 180th day after the PEBD. The CPBD occurs on May 25, 2015. The 31st day after the CPBD is June 24, 2015. Therefore, a Job Retention claim can be made because the 31st day falls within 180 days after the PEBD.

The 93 calendar days for a Job Retention claim can be calculated from either the PEBD or the CPBD, whichever meets the claim requirements and the W-2 Contractor chooses to use.

The PEBD or the CPBD recorded in CARES must be on or after January 1, 2019.

4. The W-2 Contractor has verified that it has not received another Job Retention payment for the individual in the 12 months prior to the PEBD or the CPBD.
5. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
6. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job had an open EP and was assigned to the "Actual" phase of a W-2 activity.
7. The W-2 Contractor has verified that either a. or b. below was met:
 - a. If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in a W-2 placement.
 - or-
 - b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in any W-2 placement.
8. All submitted verification is scanned in ECF using the document code POPD under the PIN prior to the claim being approved.

E. All Families Work Participation Rate Numerator

W-2 Contractors will earn All Families Work Participation Rate Numerator payments for each work eligible adult in the WPR numerator. The W-2 Contractor is not required to submit a verified claim to be paid for this POP. Due to reporting timeframes, DCF will make this payment on a delayed schedule. See the [Claims and Payment Calendar 2019](#) for details. For more information on the TANF work participation requirements, see Section 4, Subsection I. The W-2 Contractor must verify that all requirements to be in the All Families WPR numerator have been met. If DCF determines that the requirements to be in the All Families WPR numerator were not met, the All Families WPR numerator POP may be recouped.

F. W-2 Transition All Families Work Participation Rate Numerator

W-2 Contractors will earn All Families Work Participation Rate Numerator payments for each W-2 T work eligible adult in the WPR numerator. The W-2 Contractor is not required to submit a verified claim to be paid for this POP. Due to reporting timeframes, DCF will make this payment on a delayed schedule. See the [Claims and Payment Calendar 2019](#) for details. For more information on the TANF work participation requirements, see Section 4, Subsection I. The W-2 Contractor must verify that all requirements to be in the All Families

WPR numerator have been met. If DCF determines that the requirements to be in the All Families WPR numerator were not met, the All Families WPR numerator POP may be recouped.

G. Two-Parent Work Participation Rate Numerator

W-2 Contractors will earn All Families Work Participation Rate Numerator payments for each two-parent household in the Two-Parent WPR numerator. The W-2 Contractor is not required to submit a verified claim to be paid for this POP. Due to reporting timeframes, DCF will make this payment on a delayed schedule. See the [Claims and Payment Calendar 2019](#) for details. For more information on the TANF work participation requirements, see Section 4, Subsection I. The W-2 Contractor must verify that all requirements to be in the Two-Parent WPR numerator have been met. If DCF determines that the requirements to be in the Two-Parent WPR numerator were not met, the Two-Parent WPR numerator POP may be recouped.

H. Noncustodial Parents (NCP) Served

W-2 Contractors will earn NCP Served payments for all individuals placed in the CMN, TNP, or TSP placement at any time during the month. The W-2 Contractor is not required to submit a verified claim to be paid for this POP. The W-2 Contractor must verify that all requirements for a NCP have been met. If DCF determines that the requirements for an NCP were not met, the NCP Served POP may be recouped.

III. CARES Detail for Initiating a Job-Related Performance Outcome Claim

This section highlights the three CARES screens the W-2 Contractor must use to initiate any job-related performance outcome claim, including:

- Job Attainment;
- Vocational Training Completion Job Attainment;
- Long-Term Participant Job Attainment; and
- Job Retention.

A. WPEH – Employment History

WPEH is used to record, maintain, and view an eligible parent's employment history information. All employment for which a claim is initiated must first be recorded here.

NOTE: W-2 Contractors must also continue to record employment information that does not meet the requirements for a job-related performance outcome payment on this screen, including the date of change in employment hours or wages.

WPEH	EMPLOYMENT HISTORY	11/09/17 10:07
PIN: 5506076983	OFFICE: 1582	CTY/TRIBE: 40
NAME: DAY-MSK	KENNETH-MSK	A
ENTERED EMPLOYMENT(Y/N): Y		JOB TYPE: U UNSUBSIDIZED
BEGIN DATE: 01 27 2018	END DATE: __ __ ____	PJ JA JR LT VJ HW
PROVIDER ID: 0156		STAFF ID: XAW111
DURATION: _ FULLTIME LESS THAN 30 DAYS		_ PARTTIME LESS THAN 30 DAYS
X FULLTIME 30 DAYS OR MORE		_ PARTTIME 30 DAYS OR MORE
EMPLOYER TYPE: PUBLIC _ PRIVATE X		AVG HRS/WEEK: 32
PAY CODE: HR		DATE OF CHANGE IN EMPLOYMENT HOURS OR WAGES: __ __ ____
EMPLOYER NAME: MASKED EMPLOYER NAME_____		EMPLOYER SEQ NUM: 14
ADDRESS: 123 MASKING STREET_____		
APT. 8_____		RESIDE IN TMI AREA: _
CITY: MADISON_____	STATE: WI	ZIP: 55555555
DOT: 999		
JOB DUTIES: MOVER/DRIVER_____		
_____		REASON FOR LEAVING: __
MEDICAL BENEFITS: N		OTHER BENEFITS: NP
PF13 WPED	PF14 WPOP	PF5 REFRESH WPEH
NEXT TRAN: ____	PARMS: 5506076983_____	

B. WPEL – Employment History List

For each employment recorded on WPEH, a row containing summary information about the employment is displayed on screen WPEL.

To flag an employment record for a potential job-related performance outcome claim, the worker selects the row on WPEL associated with that employment, either by entering “S” or “X” and pressing the F14 key. This transfers the employment information to screen WPOP – W-2 Job-Related Performance Outcome Claim. The employment information that transfers to WPOP is recorded as the primary employment.

Information that is transferred to WPOP includes:

- Employer Sequence Number,
- Employer Name,
- PEBD,
- Employment End Date (if applicable).

EMPLOYER NAME	SEQ NUM	EE	HRLY WAGE	HRS	BEGIN DT	END DT	REASON LEAVING	CLM
_ MCDONALDS	4	Y	12.00	22	12 28 16			Y
_ DQ	1	Y	10.00	20	11 10 16	12 15 16	OT	N
_ KFC	2	N	11.00	20	01 05 16	04 30 16	QT	N
_ BURGER KING	3	N	09.00	25	09 01 15	01 05 16	FD	N

WPEL EMPLOYMENT HISTORY LIST 02/10/17 12:10
 XCT266 K CLOUGH
 PIN: 5008687140 OFFICE: 0721
 NAME: POP2017-ONE TEST COUNTY/TRIBAL UNIT: 53

PF14: WPOP PAGE: 1
 NEXT TRAN: _____ PARMS: 5008687140_____

C. WPOP – W-2 Job-Related Performance Outcome Claim

WPOP is used to initiate a W-2 job-related performance outcome claim. Update access to this screen is limited to workers with FEP and FEP Supervisor profiles. A W-2 Contractor can request multiple types of claims for each eligible parent.

To access this screen, the worker must either:

1. Select a row of employment history on WPEL, using either an “S” or “X”, and press the F14 key; or
2. Transfer directly to WPOP from an employment recorded on WPEH by pressing the PF14 key.

To initiate and process a claim that uses the Claim Period Begin Date, the worker must:

1. Enter the date the worker chooses to use in the Claim Period Begin Date field on WPOP. The field the worker must enter the Claim Period Begin Date is highlighted in the WPOP screen shot below.
2. Press enter.
3. Press PF24 to process and exit.

Automatic Claim Initiation and Processing

1. The system will automatically create a Vocational Training Completion Job Attainment claim on WPOP if the W-2 Contractor initiates a Job Attainment after the completion of vocational training.

2. When a Vocational Training Completion Job Attainment is created by the system, an informational message will display indicating that both the Job and Vocational Training Completion Job Attainments will be created by pressing PF24 on WPOP.
3. When initiating a Job Attainment claim, if the Vocational Training has not yet been completed or was completed greater than 93 days after the PEBD, an informational message will display indicating that only the Job Attainment claim will be created by pressing PF24 on WPOP.

Manual Claim Initiation and Processing

The system will not automatically create a claim if the Job Attainment had been initiated prior to the vocational training completion. If the Vocational Training Completion Job Attainment claim is not automatically created by the system, the worker must manually initiate and process a Vocational Training Completion Job Attainment claim by:

1. Selecting the same row of employment history on WPEL as used for initiating the Job Attainment claim, by using either an "S" or "X", and pressing the F14 key; or
2. Transfer directly to WPOP from an employment recorded on WPEH by pressing the PF14 key.

WPOP	W-2 JOB-RELATED PERFORMANCE OUTCOME CLAIM			03/09/18 23:48		
				XTE154 D ROSS		
CLAIM #:	INIT WKR: XTE154			INIT DATE: 03 09 2018		
STATUS:	STATUS DATE:	ACTN WKR:		LAST UPDATE:		
PIN: 1503193519		OFFICE: 1581	CASE MANAGER: XCTS48	FEP: XCT862		
PARENT NAME: MERLE-MSK		L CAMPBELL-MSK		TWO PARENT: Y		
CASE: 1100973834		PLACEMENT: CS1	PLACEMENT BEGIN DT: 02 10 2017			
AGY ENTRY DT: 01 03 2013		W-2 BEG DT: 02 16 2014	TIME LIMITS THRU 2017: 24			
TIME LIMITS IN 2012: 5		2013: 0	2014: 6	2015: 2	2016: 2	2017: 0
CLAIM TYPE: VJ VOC TRAIN COMPLETION JOB ATTAINMENT				CLM EFF DT: 02 06 2018		
	WPEL EMPLOYER	EMPLOYMENT	EMPLOYMENT	TOTAL	TOTAL	VER
	SEQ NAME	BEGIN DT	END DT	HOURS	AMOUNT	CD
PRIM EMP:	22 MASKED EMPLOYER	01 07 2018		.00	.00	__
OTH EMP 1:	__			.00	.00	__
OTH EMP 2:	__			.00	.00	__
OTH EMP 3:	__			.00	.00	__
CLAIM PERIOD BEGIN DT: __ __ ____			GRAND TOTAL:			
PF13: WPOV	PF14: WPOL	PF22: PROCESS & CREATE ANOTHER		PF24: PROCESS & EXIT		
NEXT TRAN: ____	PARMS: _____					
T79 - PRESS PF24 TO PROCESS						

IV. CARES Detail for Initiating Educational Attainment and Vocational Training Completion Incentive Claims

WPCS – W-2 Educational Attainment and Vocational Training Completion Incentive

WPCS is the component and status detail screen used to create, update, and complete activities assigned and reported.

To initiate the Educational Attainment and Vocational Training Completion Incentive

Educational Attainment

1. Entering the CARES work programs activity completion code of <V- Educational Attainment and Vocational Training Completion> for GE, HE, or RS will automatically create a claim and display an informational message with the claim number. (See Section 3.VI.C)

Vocational Training Completions

1. Entering the CARES work programs activity completion code of <V- Educational Attainment and Vocational Training Completion> for JS or TC will automatically create a claim and display an informational message with the claim number. (See Section 3.VI.C)

Note: W-2 Contractors must enter the <V- Educational Attainment and Vocational Training Completion> upon receiving confirmation that either the Educational Attainment or Vocational Training activity was completed. However, the W-2 Contractor must not approve the claim until submitted verification is scanned in the participant's ECF using the document code POPD under the PIN.

V. Conditions Required for W-2 SSI/SSDI Attainment Performance Outcome Payment

W-2 Contractors may earn a payment for assisting eligible parents in pursuing SSI/SSDI. Before initiating a W-2 SSI-related claim in CARES the W-2 Contractor must verify that all required conditions are met, properly recorded in CARES, and verification is scanned into ECF using the document code POPD. Conditions include the following:

1. Verification of eligibility for SSI or SSDI benefits was received.
2. There was an open W-2 placement and the W-2 Contractor provided SSI advocacy services (SD activity must be assigned) for at least 60 days prior to the date the eligible parent became eligible for SSI or SSDI.
3. In a single-parent household, W-2 eligibility and the W-2 placement must be ended in order for the W-2 Contractor to initiate the SSI/SSDI Attainment claim. In a two-parent household, the parent with the SSI/SSDI Attainment claim must not be in a W-2 placement, but the other parent may be in a placement and enrolled in CARES work programs. If the primary person on the W-2 case is awarded SSI/SSDI in a two-parent household, which will make the primary person ineligible, the second parent remains eligible and should be placed in the most appropriate placement. The W-2 Contractor should never change the primary person or close a case only to reopen it with the other parent as the primary person.

Note: Multiple SSI/SSDI Attainment claims can be claimed by an agency for the same participant as there are not any time periods used in the SSI/SSDI Attainment outcome payment requirements.

VI. CARES Detail for Initiating a W-2 SSI/SSDI Attainment Performance Outcome Claim

This section highlights the CARES screen the W-2 Contractor must utilize to initiate a W-2 SSI/SSDI Attainment performance outcome claim.

A. WPOS – W-2 SSI/SSDI Attainment Performance Outcome Claim

WPOS is used to initiate a W-2 SSI/SSDI Attainment performance outcome claim. The first time the screen is accessed, the Claim Date and Claim Worker fields are populated by CARES. After a PIN is entered, and the worker presses the <Enter> key, the remaining fields are populated.

In order to initiate the claim (using the PF24 key):

1. The <SSI Received> and/or <SSDI Received> fields will initially be auto-populated from the Benefits Received screen in CARES Worker Web (CWW). The worker may override these fields if they are incorrect and there is verification scanned into ECF documenting that the eligible parent is receiving the SSI or SSDI benefit.
2. Receipt of advocacy services for at least 60 days is validated through the date the assignment of the SD activity was entered on CARES screen WPCS (not the activity begin date). If an individual who is receiving advocacy services is transferred to a different work program office due to a change in residence, but remains in the same Contract Area, CARES will count the cumulative time the individual received the advocacy services in all work program offices.

WPOS	W-2 SSI PERFORMANCE OUTCOME CLAIM	04/30/14 14:01
		XCT123 A W2FEP
CLAIM #: 7000000252	INIT WKR: XCTA28	INIT DATE: 03 01
2014		
STATUS:	STATUS DATE:	ACT WKR:
2013		LAST UPDATED: 11 13
PIN: 7007726071	OFFICE: 0721	FEP: XCT123
PARENT NAME: TEST	WPOS-CHANGE	CASE MANAGER: XCT123
		TWO PARENT: N
ELIG BEGIN DATE: 11 13 2013	ELIG END DATE: 02 28 2014	CLM EFF DT: 11 01
2013		
CASE: 7002605879	PLACEMENT: W2T	PLACEMENT BEGIN DT: 11 13
2013		
W-2 BEGIN DT: 11 13 2013	W-2 END DT: 02 01 2014	
SSI RECEIVED: Y	SSI MONTH: 112013	VER CD: AW
SSDI RECEIVED: N	SSDI MONTH: _____	VER CD: ____
SD ACTIVITY BEGIN DATE: 11 13 2013		
DATE SD ACTIVITY ENTERED IN CARES: 11 13 2013		
PF13: WPOV	PF14: WPOL	PF24: PROCESS CLAIM
NEXT TRAN: _____	PARMS: 7000000252_____	

VII. CARES Approval Process for Initiated Claims

A. WPOA – W-2 Performance Outcome Approvers

WPOA is a view-only screen that lists the names and user IDs of the individuals who have been designated as performance outcome claim approvers in each CARES W-2 work program office. Up to 14 approvers may be designated for each work program office. After identifying which W-2 Contractor staff will be designated as performance outcome claim approvers, the W-2 Contractor will submit the Job Access Loan, W-2 Auxiliary Payment and/or Performance Outcome Claim Approval Designation form (DCF-F-2582) to the W-2 Help Desk. The form must be signed or the W-2 Help Desk will be unable to complete the request. The W-2 Help Desk will be responsible for recording the approver's information on WPOA.

WPOA	W-2 PERFORMANCE OUTCOME APPROVERS	12/04/13 14:26
		XCT266 A W2FEP
LAST UPDATED: 05 13 2013		LAST UPDATED BY: JX9311
OFFICE: 0721	ROCK WP BELOIT	
MAXIMUM USERS ALLOWED FOR THE OFFICE:	08	
USER ID	NAME	
JX9311	ROBERT	DEMAALA
XCTA28	KEVIN	CLOUGH
XCTE56	LAURIE	CRUSE
XCTU38	VETHA	CHELLAPPA
XCT266	KEVIN	CLOUGH
XCT862	SHARON	WOLLIN
XTE224	SEGAR	MUTHURAMALINGAM

NEXT TRAN: _____	PARMS: 0721_____	MORE...

B. WPOL – W-2 Performance Outcome Claims List

WPOL displays in real time all initiated claims, as well as claims that were approved, withdrawn, and denied within seven calendar days of the current date.

Once an initiated claim has met all validations and has been processed (using the F24 key) on WPOP or WPOS, the initiated claim is displayed on screen WPOL.

A W-2 Contractor employee, who is designated as an approver, will access the WPOL screen to review initiated claims. Before approving a claim, the approver must verify that all conditions have been met and that appropriate verification has been scanned into ECF using the document code POPD. From the WPOL screen, the approver can select an initiated claim (using either “S” or “X” and then pressing the <Enter> key) and return to WPOP or WPOS to review the claim information. After reviewing the claim information and the verification that is scanned into ECF, the approver will transfer to screen WPOV to approve or withdraw the claim.

OFFICE		CLAIM	CLAIM	CLAIM	CLAIM	CLAIM	
NUM	PIN	NUMBER	TYPE	INIT DATE	STATUS	STATUS DATE	
—	1583	5584998664	8000000420	JA	02 08 2016	AA	02 08 2016
—	1583	5584998664	8000000418	JA	02 06 2016	CD	02 07 2016
—	1583	8584978623	8000000366	PJ	01 20 2016	CD	02 03 2016
—	1583	8584979361	8000000368	PJ	01 30 2016	SU	02 03 2016
—	1583	8584978623	8000000363	JA	01 31 2016	RP	02 01 2016
—	1583	8584979361	8000000369	JA	01 31 2016	SU	02 01 2016
—	1583	8584978623	8000000385	PJ	02 02 2016	W1	02 01 2016
—	1583	3584981611	8000000374	JA	12 24 2015	IO	01 17 2016
—	1583	5584998664	8000000410	PJ	01 05 2016	IP	01 09 2016
—	1583	5584998664	8000000412	JR	03 06 2016	CD	01 09 2016
—	1583	5584998664	8000000411	PJ	01 07 2016	AA	01 08 2016
—	1583	2584979438	8000000373	JR	12 01 2015	IO	01 01 2016
—	1583	3584981611	8000000375	JR	12 30 2015	IP	01 01 2016
—	1583	2584981301	8000000379	JR	12 30 2015	IP	01 01 2016
—	1583	1584979259	8000000392	PJ	12 20 2015	W1	12 31 2015

PF13 WPOV
NEXT TRAN: _____ PARMS: 1583 _____ MORE...

C. WPOV – W-2 Performance Outcome Claim Approval/Review

WPOV is the final screen in the claims approval process. On this screen, an approver may either approve or withdraw a claim by entering approval or withdrawal codes in the <Claim Status> field. Upon approving a claim on this screen, the claim is scheduled for payment.

A withdrawal of a claim may be done by the W-2 Contractor approver or through a batch process in CARES. A batch process will withdraw an initiated job-related performance outcome claim in the following circumstances:

1. When the eligible parent’s W-2 placement is ended through a batch process because the W-2 eligibility case has been closed for 60 days; or
2. When the eligible parent’s W-2 placement is ended through a batch process because a W-2 time-limit extension has ended; or
3. When an individual has reached 24 or 60 months and no extension has been granted.

State adjudicators will review claim details in CARES and the verification scanned into ECF using the document code POPD. The state adjudicator will enter validation codes into the <Claim Status> field on WPOV. If during this state adjudication process, the state adjudicator determines that a claim is not valid, the “Claim Status” field will be changed from approved to denied on WPOV.

If the claim is denied after it has already been paid to the W-2 Contractor, DCF will decrease the next payment by the amount already paid for the denied claim. If the claim is denied before the date of the report that determines payments to the W-2 Contractor (i.e., denied the same month it is approved by the W-2 Contractor), then the outcome payment associated with the denied claim will not be paid to the W-2 Contractor.

WPOV	PERFORMANCE OUTCOME CLAIM APPROVAL/REVIEW	12/08/15 13:43
		XCTV56 K CLOUGH
PIN: 8584979361	OFFICE: 1583	LAST UPDATED: 10 14 2015
CASE MANAGER: XCTU85	FEP: XCTU85	
PARENT NAME: PAY	CYCLE1	
CLAIM #: 8000000369	CLAIM TYPE: JA	
CLAIM INIT DATE: 01 31 2016	CLAIM WORKER: XCTU85	
CLAIM EFFECTIVE DT: 10 30 2015		
CLAIM STATUS: SU	AGENCY 2ND LEVEL APPEAL; DENIAL UPHELD; DO NOT PAY CLAIM	
STATUS DATE : 02 01 2016	AGENCY WORKER: XCTU69	REVIEWER: XCTB5J
COMMENT: TEST	_____	
_____	_____	
_____	_____	
_____	_____	
PF13: WPOP	PF14: WPOS	PF15: WPOL
PF16: UNDO		
NEXT TRAN: _____	PARMS: 8000000369_____	MORE...

VIII. Claim Initiation and Approval Deadlines

There are timeframes in which the W-2 Contractor must initiate and approve performance outcome claims. Below is the description of those timeframes for each claim type.

A. Job Attainment, Vocational Training Completion Job Attainment, and Long-Term Participant Job Attainment:

For Job Attainment, Vocational Training Completion Job Attainment, and Long-Term Participant Job Attainment, the claim may be initiated in CARES no earlier than the Claim Effective Date. For job-related claims, the Claim Effective Date field is auto populated by CARES on WPOP. The Claim Effective Date is the 31st day after the PEBD or CPBD that was used for the basis of the claim.

The claim must be initiated and approved by the W-2 Contractor in CARES by March 31 of the year following the year of the PEBD or the CPBD.

Example: If the date of employment is June 30, 2015, and the participant is still employed on July 30, 2015, and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is July 30, 2015. The W-2 Contractor has until March 31, 2016, to initiate and approve the Job Attainment claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the PEBD or the CPBD occurred. In the example above, payment would be applied to the 2015 contract amounts.

B. Job Retention

For Job Retention, the claim may be initiated in CARES no earlier than the Claim Effective Date. For Job Retention claims, the Claim Effective Date is auto populated by CARES on WPOP. The Claim Effective Date is the 93rd day after the PEBD or CPBD that was used as the basis of the claim.

The claim must be initiated and approved by the W-2 Contractor in CARES by June 30 of the year following the year of the PEBD or CPBD.

Example: If the date of employment is October 20, 2015 and the participant is still employed on January 20, 2016 (93rd day of employment), and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is January 20, 2016. The W-2 Contractor has until June 30, 2016 to initiate and approve the Job Retention claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the PEBD or CPBD occurred. In the example above, payment would be applied to the 2015 contract amounts.

C. SSI/SSDI Attainment

For SSI/SSDI Attainment, the claim may be initiated in CARES no earlier than the Claim Effective Date. For SSI/SSDI Attainment claims, the Claim Effective Date is auto populated by CARES on WPOS. The Claim Effective Date is the first day of the SSI or SSDI begin month (whichever is earlier).

The claim must be initiated and approved by the W-2 Contractor in CARES by March 31 of the year following the year of the Claim Effective Date.

Example: If the first day of the SSI begin month is June 1, 2015, then the performance outcome Claim Effective Date is also June 1, 2015. The W-2 Contractor has until March 31, 2016 to initiate and approve the SSI/SSDI Attainment claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the year in which the Claim Effective Date occurred. In the example above, payment would be applied to the 2015 contract amounts.

D. Educational Attainment and Vocational Training Incentive

For the Educational Attainment and Vocational Training Incentive, the three components of this incentive listed below must be initiated and approved by the W-2 Contractor in CARES by March 31 of the year following the 2019 calendar year educational attainment or vocational training completion date.

1. Attainment of a High School Diploma or Equivalency in any placement except W-2 T.
2. Attainment of a High School Diploma or Equivalency in a W-2 T placement.
3. Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities.

Note: Activity completion codes cannot be backdated past October 1 of the last year.

IX. Timely Processing of Emergency Assistance Applications Performance Outcome Payments Overview

The W-2 Contractor will be paid for one Emergency Assistance (EA) application per applicant per contract year that is correctly processed within five working days from the date the W-2 Contractor receives the EA application. The W-2 Contractor must process EA applications according to policy and procedures outlined in the [EA Manual](#).

A. Requirements for EA Timely Processing Performance Outcome Payments

The EA Timely Processing Performance Outcome Payment is payable under the following conditions:

1. The W-2 Contractor has verified eligibility per EA policy, and has entered the EA application in the Emergency Assistance Tracking System (EATS) within five working days after the date the W-2 Contractor received the EA application. Day one of the five working days is the day after the completed application is received by the W-2 Contractor.
 - a. The W-2 Contractor has entered the EA application in EATS with an 'Approved' status or with a 'Denied' status using one of the 'Denied' reasons listed in EATS.

- b. The W-2 Contractor has finalized the EA application by clicking the 'Confirm' button in EATS within five working days after the date the W-2 Contractor received the EA application.
2. EA applications that are entered in EATS with an EA application date on or after January 1, 2019, may be eligible for an EA Timely Processing Performance Outcome Payment.

B. EA Timely Processing Performance Outcome Calculation

DCF will determine whether an EA application has been processed within five working days after the completed application was received by the W-2 Contractor by comparing the EA application date and the EATS 'Confirm' date. The EA application date is entered in EATS by the W-2 Contractor (this is the date on which the W-2 Contractor received the EA application). The 'Confirm' date is generated by EATS when the W-2 Contractor finalizes an EA application by clicking the 'Confirm' button in EATS.

C. EA Timely Processing Performance Outcome Reports

EA application information and EA Timely Processing performance outcome reports are available in WebI. DCF will generate a monthly report in WebI, EA Report 10: Emergency Assistance Monthly Timely Processing Details, which will identify all approved and denied EA applications that meet the EA Timely Processing performance outcome conditions for the month. EA Timely Processing Performance Outcome Payments will be generated according to the schedule of [Claims and Payment Calendar 2019](#).

D. EA Timely Processing Performance Outcome Take-Back

When a W-2 Contractor is paid the EA Timely Processing Performance Outcome Payment based upon timely entry in EATS, but DCF determined upon review of the documentation for the application that the application was not processed correctly according to EA policy, DCF will take back the EA Timely Processing Performance Outcome Payment received by the W-2 Contractor for that application. A take-back will be processed for reasons including, but not limited to, the following:

1. The EA application and documentation file is not available for case review or is not provided by the W-2 Contractor for review by DCF.
2. The documentation does not match information entered into EATS concerning dates, indicating that the W-2 Contractor did not process the application timely.
3. The W-2 Contractor did not issue the EA payment within five working days of the EA application date AND the W-2 Contractor did not document a Payment Delay Exception.
4. The W-2 Contractor did not correctly verify eligibility (examples are verification of a dependent child residing in the home, or not verifying household income). Eligibility items, which are subject to interpretation, such as determination of a financial crisis, are not subject to a take-back of the EA Timely Processing Performance Outcome Payment.

Section 4: Quarterly Incentive Payments

I. 50% All Families Work Participation Rate Payments

DCF is required to meet the Federal Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) on an annual basis. W-2 Contractors who meet the quarterly Federal

All Families WPR of 50% for the geographical area will be eligible for an incentive payment. DCF will pay the WPR incentive payment quarterly. Payments will be generated according to the [Claims and Payment Calendar 2019](#).

DCF will determine the W-2 Contractor's quarterly Federal All Families WPR according to TANF guidelines. The W-2 Contractor is not required to submit a verified claim to be paid a WPR quarterly performance payment. No payments will be made for any quarter in which the W-2 Contractor does not meet the 50% level.

Adults that are receiving the worker supplement will not be counted in the calculation for meeting the 50% level.

In its sole discretion, DCF may at the end of the federal reporting year make a payment to the W-2 Contractor of previously unearned Quarterly Performance Payments if the W-2 Contractor meets the Federal All Families WPR of 50% for the year.

Federal Work Participation Requirements

DCF will generate monthly and quarterly reports in Web1 , CORE Report 03: Work Participation Rates Summary for CORE Input Report Calendar Quarter and WPR Report 01: Work Participation Rates Summary by Contract Agency, which will calculate the TANF WPR. These reports will contain all families including two parent families and single parent families. WPR calculation is based on worker-entered data in CARES. (See Section III below for further information). A family with one or more work-eligible individuals is included in the overall WPR, unless explicitly disregarded. (See Section II.D. below for further information on disregarded participants.)

A. Core Activities

In general, in order for a CSJ or W-2 T participant to meet the TANF work participation requirement, s/he must participate in a minimum of 20 hours of Core activities per week. These 20 hours do not include hours in which a participant was sanctioned for non-participation. While W-2 good cause policy does not limit the number of hours a participant may receive good cause for non-participation, there are limits on the number of good cause hours that may be counted towards the TANF work participation requirement. The Department will keep track of reportable hours through its federal reporting data system. (See F. below for more detail on how good cause hours are counted for federal work participation)

Core activities, as defined in TANF regulations, that count toward meeting the 20-hour requirement may include participation in any of the following:

1. Working Full-Time (WF) or Working Part-Time (WP).
2. Work Experience (WE).
3. Paid Work Experience in the Private Sector, Not Funded by TANF (SZ) and Paid Work Experience in the Public Sector, Not Funded by TANF (SW).
4. Job Skills Training (JS) by itself or combined with Vocational Adult Basic Education (VA), Vocational English-as-a-Second-Language (VE), or Vocational Literacy (VL). This activity may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.

5. Technical College (TC) and Technical College Study Time (TT). These activities may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.
6. Activities that fall under the Federal definition of Job Search and Job Readiness. These activities may count toward the 20 hour per week requirement for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than 4 consecutive weeks. The timeframe for these limits is the preceding 12 months. These activities include:
 - a. Disability and Learning Assessment (AD)
 - b. AODA Counseling (CA)
 - c. Career Planning & Counseling (CE)
 - d. Occupational Testing (OC)
 - e. Mental Health Counseling (CM)
 - f. Employment Search (ES)
 - g. Job Readiness/Motivation (MO)
 - h. Mental Health Assessment (AM)
 - i. AODA Assessment (AA)
 - j. Physical Rehabilitation (PR)
 - k. Life Skills (LF)
 - l. Physicians Assessment (AL)
 - m. Career Advancement Services (CR)
 - n. Job Retention Services (JR)
 - o. Mentor/Coach (MN)

-or-

7. Assignment to a combination of any of the activities listed in 1. through 6. above.

B. Non-Core Activities

Along with the 20 hours per week of Core activities, CSJ and W-2 T participants whose youngest child is age 6 or older must participate in 10 or more hours of additional Core or Non-Core activities, as defined in TANF Regulations. Non-Core activities may include:

1. Adult Basic Education (BE);
2. English-as-a-Second Language (EL);
3. Literacy Skills (LS);
4. General Educational Development – GED (GE);
5. High School Equivalency Diploma – HSE (HE); or
6. Regular School – K through 12 (RS).

C. Teen Parents

Teen parents ages 18 and 19, who do not have a high school diploma, may meet their work participation requirement either through the combination of Core and Non-Core activities described above, or through participation in activities that fall under the federal definition of Satisfactory School Attendance. These activities include:

1. General Educational Development – GED (GE);
2. High School Equivalency Diploma – HSE (HE); or
3. Regular School – K through 12 (RS).

For Satisfactory School Attendance, the TANF regulations do not require a specific assignment of hours. Participants must demonstrate that they are making progress towards completion of their diplomas.

D. Disregarded Participants

The following participants are disregarded (not included in the denominator) from the monthly TANF WPR:

1. CSJ and W-2 T participants who are caring for a disabled family member are disregarded from the TANF WPR. In order to be excluded, the participant must be assigned to one of two CARES activities, Caring for Disabled Child (CD) or Caring for Other Family Member (CF).
2. CMC, CSJ, and W-2 T participants who are a single custodial parent with a child under 12 months of age are disregarded from the TANF WPR. There is a 12-month lifetime limit on disregarding a family for this reason.
3. Participants who do not meet the work participation requirement in a month due to a sanction (non-participation without good cause) may be disregarded up to 3 months. The three months need not be consecutive. The timeframe for calculating the 3-month limit is the preceding 12 months.

E. Two Parent Households

For federal reporting, a two-parent household is defined as two adults with a child in common with neither parent being disabled or caring for a disabled family member. At least one parent in a two-parent household must meet the TANF Work Participation requirements described in A. through C. above. In addition, two-parent households must meet a two-parent work participation requirement:

1. Two-parent households that are receiving federally funded childcare must participate in at least 55 hours of activity, at least 50 of which must be Core activities.
2. Two-parent households that are not receiving federally funded childcare must participate in at least 35 hours of activity, at least 30 of which must be Core activities.

F. Good Cause Hours

When calculating the TANF WPR, hours of non-participation that are determined to have good cause may count as participation within the following parameters:

1. No more than 80 hours of good cause may be counted as participation. The timeframe for the 80-hour limit is the preceding 12 months.

Hours that are missed due to the following holidays may be counted as participation:

- a) New Year's Day;
- b) Birthday of Martin Luther King, Jr.;
- c) Memorial Day;
- d) Independence Day;
- e) Labor Day;
- f) Thanksgiving Day;
- g) Day after Thanksgiving Day;

- h) Christmas Eve Day;
- i) Christmas Day; and
- j) New Year's Eve Day.

2. Good cause hours counted as participation may not exceed 16 hours in a calendar month. Holidays are not considered in this limit.

II. CARES Screens Relevant to the Federal Work Participation Calculation

Wisconsin maintains a federal reporting database (FReD) which pulls data from CARES to calculate the Federal WPR. The following CARES screens provide data for the calculation:

- A. **WPWW – WISCONSIN WORKS INFORMATION.** The participant's W-2 placement type (e.g., CSJ, W-2 T, CMC) is recorded on this screen.
- B. **WPNH – NON-PARTICIPATION HISTORY and WPNP - NON-PARTICIPATION HISTORY LISTING.** These screens capture non-participation and good cause determinations.
- C. **WPCH – COMPONENT/STATUS HISTORY and WPCS – CREATE/UPDATE COMPONENT/STATUS.** The participant's activities are assigned and tracked until completion on these screens.

Section 5: W-2 Contractor Performance Rates Incentive Payments

DCF will pay a one-time Performance Rate Incentive Payment to the W-2 Contractor who has the highest performance rate in either balance of state or Milwaukee for any one or more of the following: Job Attainment, Job Retention, or Long-Term Participant Job Attainment. A payment will be made to the W-2 Contractor in the balance of state with the highest rate for one or more categories among all balance of state W-2 Contractors based on 2019 performance. A payment will be made to the W-2 Contractor in Milwaukee with the highest rate for one or more categories among all Milwaukee W-2 Contractors based on 2019 performance.

- I. **Job Attainment Performance Rate**
DCF will calculate this rate using the unduplicated annual case count total in the denominator and total job attainments for the year in the numerator.
- II. **Job Retention Performance Rate**
DCF will calculate this rate using the unduplicated annual case count total in the denominator and total job retentions for the year in the numerator.
- III. **Long-Term Participant Attainment Performance Rate**
DCF will calculate this rate using the long-term participant pool in the denominator and long-term participant job attainments for the year in the numerator.

Section 6: Educational Attainment and Vocational Training Incentive

I. Educational Attainment

DCF will pay a one-time Educational Attainment Incentive for a participant's educational attainment of a High School Diploma or equivalency (CARES WP Activity codes: GE, HE, or RS). The W-2 Contractor will receive a higher incentive payment for a W-2 T participant achievement of educational attainment. Verification of the Educational Attainment may consist of a copy of the High School diploma or a printout of GED or HSED test scores as documentation to support that the participant has passed the GED or HSED tests. See table in section III below for payment information.

Note: W-2 Contractors must scan all submitted verification in the participant's ECF using the document code POPD under the PIN prior to the claim being approved. (See Section 3.IV)

II. Vocational Training

DCF will pay a quarterly Vocational Training Incentive for each month a participant is assigned to Job Skills (JS) or Technical College (TC) activities and is in our numerator. DCF will also pay a one-time Vocational Training Incentive for the completion of the JS or TC activity. The W-2 Contractor must scan verification of the Vocational Training completion into the participant's ECF using the code POPD under the PIN. See table in section III below for payment information.

In order for a W-2 Contractor to earn the one-time Vocational Training Incentive, the participant must have actually *completed* one of the six listed credits, credentials, certificates, or degrees.

1. Credits or a credential earned from a Wisconsin-based [eligible training provider](#), as defined by the Workforce Innovation and Opportunity Act (WIOA) Statewide List of Eligible Training Programs and Providers (including Continuing Education Credits);
2. A license, recognized by the State or Federal Government;
3. A certificate of apprenticeship completion;
4. A certificate of completion of a program approved by the Office of Skills Development through a Fast Forward or Blueprint for Prosperity grant;
5. Completion of a customized training established by an employer with the written understanding that the employer(s) will make a good faith effort to hire the participant upon successful completion of the training; or
6. A bachelor's or associate degree.

For a W-2 Contractor to earn a one-time Vocational Training Incentive, a copy or print-out of the official transcript from a registrar's office, written communication from the school of record stating completion, the completed course credits, credential, certificate, or degree must be scanned into ECF. For customized trainings developed with an employer, a copy of the written understanding or contract must be scanned into ECF. For curriculums developed through a Fast Forward or Blueprint for Prosperity grant, a copy of the approved grant plan must be scanned into ECF.

Note: W-2 Contractors must scan all submitted verification in the participant's ECF using the document code POPD under the PIN prior to the claim being approved. (See Section 3.IV)

For any assigned activity not completed prior to the review of the EP or if the number of hours assigned in the subsequent EP will change, the FEP must end the activity on WPCS using the completion code of <B-Unsuccessfully completed/interrupted> and re-enter the activity with a new Begin Date.

III. Educational Attainment and Vocational Training Payments

Educational Attainment	Payment Amount
Attainment of a High School Diploma or Equivalency in any placement except W-2 T	\$400 in the month attained
Attainment of a High School Diploma or Equivalency in a W-2 T placement	\$600 in the month attained
Vocational Training	
Assignment of Job Skills or Technical College activities and in our All Families WPR Numerator	\$250 for each month paid on a quarterly basis
Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities	\$1,000 in the quarter attained

Section 7: W-2 Transition Participant Engagement Incentive

The W-2 Contractor will earn a W-2 Transition (W-2 T) Participant Engagement Incentive payment for meeting the W-2 T participant engagement activity completion benchmark steps. The list of allowable activities for this incentive are attached to BWF Operations Memo 18-19. Benchmark steps equal the weekly average of activity hours completed by a W-2 T participant.

The participant must be in the W-2 T placement for a minimum of 75 calendar days in three consecutive calendar months. The step schedule and average weekly activity hours a participant must complete for a W-2 Contractor to earn this incentive payment is detailed below.

Step Schedule	Average Weekly Activity Hours Completed in Three Consecutive Calendar Months	Payment Amount
Step 1	8	\$1,000
Step 2	13	\$1,500
Step 3	18	\$2,000
Maximum Annual Incentive Payment Amount Per Participant is \$4,500		

The W-2 Contractor can only earn one incentive payment for each step completed by a participant per lifetime, but will receive a combined payment amount from the current and lower step(s) if the participant’s average weekly activity hours completed in a three calendar month period exceed the average hours required for a lower step or steps.

Example: A Financial and Employment Planner (FEP) places a participant in the W-2 T placement in February. The participant has temporary interruptions in the placement during the three calendar month timeframe of February, March, and April, but is in the W-2 T placement for 75 cumulative days over the three-month period. If the participant completes an average of 8 hours of activities per week in the three-month timeframe after the initial placement in February, the Contractor earns the scheduled step 1 payment amount of \$1,000. In May, if the same participant completes an average of 18 hours per week of activities in the three calendar month period of March, April, and May, the Contractor earns the aggregate of the scheduled step 2 and 3 payment amounts of \$3,500.

Section 8: Customer Satisfaction Incentive

DCF will pay a one-time annual payment to a W-2 Contractor that has an 70% positive satisfaction rating on one customer satisfaction question. The incentive-eligible question, “Are you satisfied with the W-2 services you received from (W-2 Contractor)”, will be included as an additional question on the customer satisfaction survey sent to W-2 Contractors on an annual basis. The satisfaction rating percentage will be based on a three-point rating scale. The three questions for the rating scale are:

1. Services provided exceeded my expectations.
2. Services provided were satisfactory.
3. Services provided were unsatisfactory.

Section 9: Excess Claims Bonus Incentive

DCF will pay a bonus payment for each claim that exceeds the target number of performance claims. The W-2 Contractor will be paid the claims price plus an additional bonus payment for each claim that exceeds the target number of performance claims up to the maximum W-2 Contractor bonus pool allocation for this incentive. The performance claims eligible for the bonus payment are:

1. Job Attainment;
2. Job Retention;
3. Long-Term Participant Job Attainment;
4. Vocational Training Completion Job Attainment; and
5. SSI/SSDI Attainment.

Section 10: W-2 Child Support Liaison NCP Enrollment Incentive

DCF will pay the W-2 Contractor a quarterly payment for each NCP a Child Support Liaison refers to a government funded employment program and the referral results in an NCP enrolling, for at least 30 or more days, in the employment program. The W-2 Contractor is eligible for one payment a year for each enrolled individual.

Examples of eligible government funded employment programs, other than W-2, are Transitional Jobs (TJ), Transform Milwaukee Jobs (TMJ), Trial Employment Match Program (TEMP), FoodShare Employment and Training (FSET), Vocational Rehabilitation, Veterans Affairs (VA) employment programs, and Workforce Innovation and Opportunity Act (WIOA) employment programs.

The W-2 Contractor must provide verification of enrollment in the employment program by either an enrollment letter or a copy of the employment plan. The W-2 Contractor must also provide documentation to verify the enrollment in the employment program was for at least 30 or more days.

The W-2 Contractor must submit a Microsoft Office Excel spreadsheet with a list of all of the names of the NCPs the W-2 Contractor is requesting payment for by no later than 10 calendar days after the end of the quarter. The Excel spreadsheet and the support documentation to verify the incentive requirements were met must be attached to an email and sent to DCFDFESBWContracts@wi.gov. Payments will be generated according to the [Claims and Payment Calendar 2019](#).

Section 11: Glossary of Terms:

Adjudication – The entire process of completing the review on a claim from start to finish.

Agency Approved Claim – An agency claim status that indicates an initiated claim the agency has approved in the CARES system.

Claim – A request for payment for a performance outcome.

Claim Period Begin Date – The W-2 Contractor's chosen begin date for initiating a POP claim for any rolling 31-day period within 180 days after the PEBD.

Denial Recommendation – A state claim status that indicates a claim that is determined to be not valid and recommended for denial after the DCF Reviewer has questioned it, received additional information from the agency, and re-reviewed it with the new information.

Denied Claim – A verified claim or a pending claim for which DCF has declined payment.

Disallowed Claim – A paid claim that DCF determined after payment to be ineligible.

Initial Review – The process of completing the first review of a claim.

Initiated Claim – A claim submitted to DCF by the W-2 Contractor for review using established procedures and within time deadlines for submission.

Interruption – A break in employment due to a layoff, quit, or termination.

Overtured – A state claim status that indicates that a denied claim was substantiated after appeal.

Paid Claims – A submitted claim for which the W-2 Contractor has received a payment.

Pending Appeal – A state claim status that indicates a W-2 Contractor has submitted a completed first or second level appeal to DCF and is awaiting a decision from the W-2 Contract Manager or Division Administrator.

Pending Claim – A claim that DCF has not begun the process of adjudicating.

Performance Based Contracting – An approach that focuses on developing strategic performance metrics and directly relating contracting payment to performance against these metrics.

Primary Employment Begin Date – The first date for which the employer paid the participant.

Performance Outcome Payments – An agreed upon amount for each performance outcome attained for which DCF will pay the contractor after receiving reporting of W-2 Contractor expenses (CORE expenditure reports).

Questioned Claim – A W-2 Contractor initiated claim that DCF reviewed and determined to be lacking in the documentation necessary for DCF to validate the claim.

Re-Animation – The process in which a W-2 Contractor can appeal a denied claim and the decision to deny is subsequently overturned by DCF, substantiating the claim.

Review in Progress – A state claim status that indicates that a DCF reviewer is questioning a claim.

Re-Review – The process of reviewing a questioned claim after the DCF Reviewer receives the agency response.

Submitted Claim – A W-2 Contractor approved claim in the CARES system at 9:00 p.m. on the last calendar day of the month. Claims submitted after the last calendar day of the month will be applied to the next month.

Substantiated Claim – A state claim status that indicates a DCF reviewer questioned a claim and the W-2 Contractor supplied the necessary documentation needed for DCF to validate the claim.

Upheld – A state claim status that indicates DCF has continued to keep a claim denied after a W-2 Contractor appealed the denial decision.

Validated – A state claim status that indicates that DCF has approved the claim and the adjudication process is complete.

Verified Claim – A claim that the W-2 Contractor has evaluated for supportive documentation and made a determination that the claim establishes the eligibility requirements for a claim.

Withdrawn Claim – An agency claim status that indicates the W-2 Contractor withdrew a claim before or after payment.

Section 11: SPARC Contract Codes and Line Codes

New SPARC Contract Codes and Line Codes

Contract Code	Line Code	Description	Payment Type
2316	2316	W-2 Child Support Liaison NCP Enrollment	Incentive
2320	2320	Customer Satisfaction	Incentive
2321	2321	Excess Claims Bonus	Incentive

2370	2341	W-2 Job Attainment Payment	POP
	2342	W-2 Job Attainment Payment Take Back	
	2356	W-2 Long Term Participant Job Attainment Payment	
	2357	W-2 Long Term Participant Job Attainment Payment Take Back	
	2536	W-2 Vocational Training Completion Job Attainment	
	2537	W-2 Vocational Training Completion Job Attainment Take Back	
	2351	W-2 Job Retention Payment	
	2352	W-2 Job Retention Payment Take Back	
	2361	W-2 SSI/SSDI Attainment Payment	
	2362	W-2 SSI/SSDI Attainment Payment Take Back	
2555	2546	W-2 Cost Reimbursement: Vocational Assessments	Cost Reimbursement
	2542	W-2 Cost Reimbursement: Vocational Assessments Administrative Fees	
	2541	W-2 Cost Reimbursement: Vocational Training	
	2547	W-2 Cost Reimbursement: Vocational Training Administrative Fees	

Current

Contract Code	Line Code	Description	Payment Type
2385	2381	W-2 Maximum Capitated Payment	Capitation
	2382	W-2 Maximum Capitated Payment Additional Funds	
1540	1541	W-2 T Educational Attainment Payment	Incentive
	1542	W-2 T Educational Attainment Payment Take Back	
	1556	W-2 Educational Attainment Payment	
	1557	W-2 Educational Attainment Payment Take Back	
	1551	W-2 Vocational Training and WPR Payment	
	1552	W-2 Vocational Training and WPR Payment Take Back	
	1546	W-2 Vocational Training Completion Payment	
	1547	W-2 Vocational Training Completion Take Back	
1560	1561	W-2 T Numerator Payment	POP
	1562	W-2 T Numerator Payment Take Back	
1565	1566	W-2 Two Parent Numerator Payment	POP
	1567	W-2 Two Parent Numerator Payment Take Back	
2317	2317	W-2 NCP Served Payments	POP
2319	2318	W-2 NCP Served Payments Take Back	POP
2415	2415	W-2 WPR Numerator Payment	POP
	2414	W-2 WPR Numerator Payment Take Back	
2395	2391	W-2 2013 Prior Year Take Back	POP
	2392	W-2 2014 Prior Year Take Back	
	2393	W-2 2015 Prior Year Take Back	
	2394	W-2 2016 Prior Year Take Back	
	2395	W-2 2017 Prior Year Take Back	
2327	2327	W-2 EA Timely Processing Payment	POP

Contract Code	Line Code	Description	Payment Type
2328	2326	W-2 EA Timely Processing Payment Take Back	POP
2375	2371	W-2 50% All Families WPR Rate Payment	Incentive
2399	2399	W-2 Annual Performance Rates Payment	Incentive
2535	2532	W-2 Transition Engagement Incentive	Incentive
	2533	W-2 Transition Engagement Incentive Take Back	