

DEPARTMENT OF CHILDREN AND FAMILIES  
DIVISION OF FAMILY AND ECONOMIC SECURITY  
ADMINISTRATOR'S MEMO SERIES

ACTION  
 NOTICE **11-02**

ISSUE DATE: 03/14/2011  
DISPOSAL DATE: 12/31/2012

\*PROGRAM CATEGORIES:

<input type="checkbox"/> AS	<input type="checkbox"/> FM	<input type="checkbox"/> ML	<input type="checkbox"/> TR
<input type="checkbox"/> CC	<input type="checkbox"/> FL	<input type="checkbox"/> NA	<input checked="" type="checkbox"/> W-2
<input type="checkbox"/> CS	<input type="checkbox"/> IT	<input type="checkbox"/> RA	<input type="checkbox"/> WIA
<input type="checkbox"/> CF	<input type="checkbox"/> JC	<input type="checkbox"/> TC	
<input type="checkbox"/> CR	<input type="checkbox"/> LM	<input type="checkbox"/> TA	

**To:** W-2 Agency Directors

**From:** Kristiane Randal /s/  
Division Administrator

**RE:** Release Updated 2010-2012 Performance Standard and Incentive Pool Information Maps

**BACKGROUND:**

Performance standard information maps describe the performance standards to which Wisconsin Works (W-2) agencies are subject. An early version of these information maps was attached to the W-2 contracts. Each of the following agency types has an information map:

- Balance of State (BOS) W-2 agencies – Appendix B-1
- Milwaukee Eligibility and Assessment Agency (EAA) – Appendix B-2
- Milwaukee W-2 Employment Agency (WEA) – Appendix B-3
- Milwaukee Supplemental Security Income/Social Security Disability Insurance (SSI/SSDI) Advocacy Agencies (SSIA) – Appendix B-4

Also attached to the contracts was the Incentive Pool information map which applies to the BOS W-2 contract agencies and the Milwaukee WEAs.

**NOTIFICATION:**

The Incentive Pool, BOS, EAA, WEA and SSIA information maps have been updated to reflect changes and clarifications to the performance standards for 2010-2012. Changes include:

- The addition of 2012 performance requirements as a result of the W-2 contracts being extended by one year;
- The updated risk protection adjustment formula;
- The new Customer Satisfaction Survey;
- The added exclusion of Job Access Loan only applicants from the EAA Initial Placement standard;
- The increase in the timeline for agencies to spend incentive monies through 2012; and
- Minor language and formatting changes for general consistency across maps.

All performance standard information maps and the Incentive Pool information map are attached. They can also be found at:  
[http://dcf.wisconsin.gov/w2/performance\\_standards/1011/default1011.htm](http://dcf.wisconsin.gov/w2/performance_standards/1011/default1011.htm)

**CONTACT:** Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators  
Milwaukee: Milwaukee Operations Section Regional Administrators

**Attachments:**

[Appendix B-1: Required Performance Standards for the Balance of State W-2 Agencies \(BOS\)](#)

[Appendix B-2: Required Performance Standards for the Milwaukee Eligibility and Assessment Agency \(EAA\)](#)

[Appendix B-3: Required Performance Standards for the Milwaukee W-2 Employment Agencies \(WEA\)](#)

[Appendix B-4: Required Performance Standards for the Milwaukee Supplemental Security Income/Social Security Disability Insurance Advocacy Agencies \(SSIAs\)](#)

[Appendix C: Incentive Pool for the W-2 and related Programs Contract](#)