

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

ACTION
 NOTICE **11-02 REVISED**

ISSUE DATE: 03/14/2011
REVISED DATE: 05/31/2011
DISPOSAL DATE: 12/31/2012

*PROGRAM CATEGORIES:

AS FM ML TR
 CC FL NA W-2
 CS IT RA WIA
 CF JC TC
 CR LM TA

To: W-2 Agency Directors

From: Kristiane Randal /s/
Division Administrator

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

See Revised language in red.

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.

The maps were initially released on March 14, 2011 however; this revised administrative memo makes some minor corrections to the maps that are detailed below.

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.

The following corrections were made to the Information Maps released on March 14, 2011:

Appendix B-1: Balance of State

- Removed Sawyer/Washburn from Earnings Stabilization Category 3 Benchmark.

Appendix B-2: Eligibility and Assessment Agency

- W-2 Initial Placement - Corrected Fail or Zero benchmark. Changed from 51% to 60%.
- Customer Satisfaction Survey – Removed “received” and replaced with "requested" services.

Appendix B-3: W-2 Employment Agency

- Customer Satisfaction Survey – Removed “requested” and replaced with "received" services.

Appendix B-4: SSIA Agency

- Customer Satisfaction Survey – Removed “requested” and replaced with "received" services.

Appendix C: Incentive Pool

- Earnings Stabilization – The last bullet under the denominator is revised as follows: 2012 measure includes quarter 4 2011 entered employments and quarters 1, 2 and 3 of 2012.

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

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