Notes

Policy and Program Operations Workgroup

5/16/2008
GEF 1 Room H305

Present: Stephanie Bender, Victoria Collins, Holly Kaster, Jose Martinez, Marilyn Putz, Sara Shackleton, Cindy Sutton, Dijana Dzamonja, Gerry Mayhew, Margaret McMahon, Mary Musk, Rose Prochazka, Mary Beth Welch

Phone: Jill Johnson, Pamela Nowak, Bev Belany

Policy Lead: Jude Morse

Manual Chapters Update: Margaret McMahon noted the updates of the W-2 Manual Chapters will be released over the next months. Release 08-01 is scheduled for June 2008 to include updates in: Table of Contents; Financial Eligibility Criteria (Chapter 3); Child Support (Chapter 16); Emergency Assistance (Chapter 17); W-2 Dispute Resolution (Chapter 19); Glossary (Appendix 1); Forms (Appendix III); and Job Centers (Appendix IV). Release 08-01 also will delete the Community Reinvestment (CR) Guide (Appendix VI). Release 08-02 is scheduled for July 2008 to include updates in: Assessment and Up-front Job Search (Chapter 5); Employer Guidelines (Chapter 9); W-2 Payments (Chapter 10); Payment Reductions (Chapter 11); and Civil Rights Obligation (Appendix II). Release 08-03 is scheduled for September 2008 to include updates in: Introduction (Chapter 1); Nonfinancial Eligibility Criteria (Chapter 2); Case Process Requirements (Chapter 4); W-2 Employment Ladder Placements (Chapter 7); Job Access Loans (Chapter 13); Case Management (Chapter 14); Child Care (Chapter 15); Refugee Assistance Program (Chapter 20); Immigration Status Documentation (Appendix VIII); and Refugee Assistance Program Tools (Appendix IX). Manual Chapters not yet scheduled for release are: Employability Plan (Chapter 6); Education and Training Provisions Under W-2 (Chapter 8); Learnfare (Chapter 12); and Other Services and Resources (Chapter 18).

Margaret noted that the goal is to use Adobe RoboHelp in the W-2 Manual to provide links to appropriate forms. RoboHelp has been used in the Income Maintenance Manual.

Forms Subcommittee Update: Margaret noted the Forms Workgroup includes fifteen members, and will be scheduling a conference call. Discussion topics will include: 1) agency involvement in forms; 2) informing agencies about updates to forms; and 3) linking forms with the W-2 Manual. The first form addressed will be the confidential release of information. A PPO member noted the Division of Vocational Rehabilitation (DVR) was not able to change their form and this affected their work at the local agency level in trying to get agreement on using the same form. It also was noted that forms need to include necessary legal language however also use language that program participants understand. Agencies suggested the Electronic Case File (ECF) code needs to be on each page of forms because sometimes to save ECF costs, only the last page of a form with signatures is scanned into ECF.

Face-to-Face Application Changes: Mary Beth Welch noted FoodShare and Child Care have a federal waiver to conduct interviews by phone. A new page on Application/Review Interview Details will replace the Review Questions page in Cares Worker Web (CWW). The page is scheduled in these driver flows: Intake; Program Add; and Review. This page will be scheduled: Anytime the group level program request for Food Share, Child Care or W-2 is changed to Yes; or The group level request for FoodShare, Child Care or W-2 already is “Yes” and the filing date is changed. When this page is scheduled, the program filing date and corresponding program(s) will be pre-populated on the page and protected. Workers will need to indicate the interview type. The mode will be pre-populated as Program Request.

Mary Beth added that the values for Intake and Program Add for W-2 are: Face-to-Face; No Interview; or Pending Interview. Mary Beth clarified Pending Interview may apply when CARES went down or the customer did not have an interview yet. The values for Review for W-2 are: Face-to-Face; or No Review. The upcoming screen prints were distributed in hard copy: Application/Review Interview Details; General Case Information; and FoodShare Hardship Reasons. Margaret McMahon clarified there are different scenarios for reviews, such as the time of the review before or after adverse action and also the type of review may be in-person or by phone.

Mary Beth indicated an Operations Memo on this is anticipated by mid-June with a July 1, 2008 effective date.

Survey Results re Day and Time for PPO Meetings: Jude Morse summarized the results from the e-mail survey of PPO members. PPO members preferred to schedule PPO Workgroup meetings after the W-2 Contract and Implementation (C&I) Committee meetings. The Workgroup agreed that the start time will be 1:00 p.m., unless the PPO agenda, which is distributed by e-mail on the Wednesday prior to the PPO meeting on Friday, is brief (i.e. less than an hour), and then the PPO Workgroup start time will be 12:30 p.m.