



TO: **W-2 Agencies**  
**Refugee Program Liaisons**

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BRP/BWF OPERATIONS MEMO	
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W-2	<input checked="" type="checkbox"/> EA <input type="checkbox"/> CF <input type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/> TMJ <input type="checkbox"/> TJ <input type="checkbox"/> Other EP <input type="checkbox"/>

**SUBJECT: *Wilson-Fish TANF Coordination Program – Overall Requirements***

**CROSS REFERENCE:** [ORR Policy Letter 21-01](#)  
[45 CFR § 400.69](#)  
[DFES Administrator’s Memo 21-05](#)  
[ORR Policy Letter 21-18](#)  
[Operations Memo 21-04](#)

**EFFECTIVE DATE:** JANUARY 1, 2022

**PURPOSE**

The purpose of this memo is to detail the key program requirements for the Wilson-Fish TANF Coordination Program (WFTCP) that pertain to program staffing, participant eligibility, enrollment, foundational case management principles, case documentation and periodic reporting.

**BACKGROUND**

As outlined in [Administrator’s Memo 21-05](#), the Department of Children and Families’ (DCF) is enrolling eligible refugee and other recently resettled persons with children under the age of 18 in the WFTCP. Enrollment in the program started in August 2021 during a “Soft Opening” period. During this period, which concluded on December 31, 2021, Refugee Program Liaisons (RPLs) at contracted Wisconsin Works (W-2) agencies trialed and refined various program processes and procedures.

This memo documents the WFTCP program requirements, including staffing, participant eligibility, program enrollment, foundational case management principles, case documentation and agency reporting, which were finalized during the “Soft Opening” period.

### **WFTCP PROGRAM REQUIREMENTS**

#### ***Staffing***

Only designated RPLs at contracted W-2 agencies can enroll and provide support services to qualified W-2 program participants in the WFTCP.

To participate in the WFTCP, each W-2 agency must designate one or more staff as an RPL. The designated RPL must be certified as a Transition to Success (TTS) Coach. To attain TTS Coach certification, RPLs must attend a 22.5-hour Transition to Success (TTS) training (arranged by BRP) which covers the TTS methodology.

RPLs will use TTS methodology in their foundational case management of WFTCP participants; this must include the ability to use the Map of My Dreams Workbook with participants.

Overall, RPLs are responsible for facilitating access to employment and training services and support for individuals participating in the WFTCP. To accomplish this, the RPL should conduct the following:

- Partner with other W-2 agency staff to conduct initial eligibility assessments, intake appointments, and needs assessments for each member of the participant’s family.
- Collaborate with W-2 agency staff and external partner agencies to complete the initial Transition to Success Map of My Dreams (including the Life Area Survey section) for all participants enrolled.
- Ensure that all service and case management planning activities are properly documented in W-2 systems and on the participant’s Map of My Dreams Workbook.
- Refer eligible refugees to programs including BRP-administered refugee support programs, Food Share Employment and Training (FSET), the Workforce Innovation and Opportunity Act (WIOA), local employers, literacy agencies, technical colleges, and other entities, as appropriate.
- Identify and maintain relationships with multiple external partner agencies that may provide benefits or services to refugees, especially in the areas of employment, English language proficiency and digital literacy.

The RPL should be knowledgeable of W-2 systems and processes. Ideally the RPL will be a Financial and Employment Planner (FEP), but if not, the W-2 agency should ensure that the RPL works closely with FEPs and other W-2 agency staff to coordinate services for WFTCP participants.

RPLs will regularly report on WFTCP enrollment and foundational case management activities to a DCF/BRP coordinator; this includes attending scheduled WFTCP coordination meetings organized by DCF/BRP and providing required reports (see Reporting section).

W-2 agencies must have an RPL replacement/turnover plan in place. If an RPL departs the WFTCP, due to promotion at or departure from the W-2 agency, the W-2 agency must replace

the RPL and ensure that arrangements are made for the replacement RPL to be trained in TTS methodology.

### ***Participant Eligibility***

To be eligible to participate in the WFTCP, a participant must be:

1. Determined eligible for and enrolled in the Wisconsin Works (W-2) program.
2. Determined to be an Office of Refugee Resettlement (ORR)-eligible family with children, and within the first 36 months of their arrival in the United States. RPLs must determine if the W-2 participant has one of the following statuses (ORR-eligibilities):
  - Refugee
  - Asylee
  - Victim of Human Trafficking
  - Amerasian
  - Cuban Entrant
  - Haitian Entrant
  - Special Immigrant Visa (SIV) recipient
  - Special Immigrant Parolee\*
  - Special Immigrant Conditional Permanent Resident\*
  - Afghan Humanitarian Parolee\*

*\*Note: These Humanitarian Parolee categories apply to Afghans who entered the U.S. after July 31, 2021, and on/or before September 30, 2022.*

As per [federal program guidelines](#), RPLs must verify that the WFTCP participant is not:

- A U.S. Citizen
- Enrolled by a Resettlement Agency in an ORR-funded Matching Grant program

In addition to walk-ins, potential participants for the WFTCP may be referred by:

- Resettlement Agencies
- Community Organizations
- Income Maintenance Agencies
- Employers

In Federal Fiscal Year 2022 (October 1, 2021-September 30, 2022), DCF expects to enroll and serve at least 250 W-2 ORR-eligible adult participants and their families within the first 36 months of their arrival to Wisconsin, prioritizing those who are within their first year in the United States.

### ***Participant Enrollment***

Starting November 1, 2021, WFTCP enrollments, services and activities must be documented by RPLs in the Wilson-Fish tab, which can be accessed on the Wisconsin Work Programs (WWP) system's Participant Summary page.



Enrollment data entry requirements will be further detailed in a future Operations Memo.

***Treatment and Control Groups in the WFTCP***

Note that once a refugee participant is found to be eligible for the WFTCP, RPLs must then determine if the participant is to be assigned to the Treatment or Control group:

Control Group	Treatment Group
<p>Participant is enrolled in W-2 and receives assessment and services per W-2 program requirements as detailed in the W-2 Manual.</p>	<p>Participant is enrolled in W-2 and receives assessment and foundational case management per W-2 program requirements as detailed in the W-2 Manual.</p> <p>Participant’s case is managed and documented by an RPL.</p> <p>Participant’s W-2 Foundational case management will incorporate the use of TTS Methodology which includes:</p> <ul style="list-style-type: none"> <li>• Use of the Map of My Dreams Workbook to better identify participants’ immediate priority needs and personal/family goals by a TTS certified coach (the participant’s RPL and the WFTCP Coordination Team)</li> <li>• Increased communication between 1) the participant and the W-2 agency and 2) the participant, the W-2 agency and external service providers (includes employers)</li> <li>• Increased coordination and follow-up with the participant, the W-2 agency and external service providers (includes employers)</li> </ul>

Only participants whose W-2 case is managed by a Milwaukee area W-2 agency will be randomly assigned to the “Treatment” or “Control” group – the assignment will be based on instructions (see Attachment A) provided by the DCF\BRP Refugee Program Coordinator.

Participants whose W-2 case is managed by Forward Service Corporation (FSC) will all be assigned to the “Treatment” group.

***Disenrollment in the WFTCP***

Participants must be disenrolled from (i.e. end enrollment in) the WFTCP when the participant terminates enrollment in the W-2 program and/or their ORR eligibility ends. When one of these events occurs, the RPLs must enter the date in the Date Disenrolled in WFTCP field in the Wilson-Fish tab of the WWP system.

***Foundational Case Management for WFTCP Treatment Participants***

In addition to following existing W-2 processes, including assessments and enrollments in job readiness, participants enrolled in the "Treatment" group will exclusively receive foundational case management coordinated by a RPL using the TTS methodology.

*Reminder: Participants in the "Control" group will receive W-2 support services as defined in the W-2 Manual. Neither TTS methodology nor the Map of My Dreams Workbook are used with participants in the "Control" group.*

Once enrolled in the WFTCP, W-2 agencies should first complete all required and necessary W-2 assessments with the participant. Then, as soon as it is practically possible, RPLs should begin completing sections of the Map of My Dream Workbook with the participant.

RPLs should maintain a record of the extent to which they have reviewed the Map of My Dreams Workbook with participants - RPLs can use a fillable PDF version of the Map of My Dreams Workbook to document the participant's entries. At a minimum, the electronic copy of each participant's Map of My Dreams Workbook should include:

- The completed Life Area Survey
- The goals identified
- Any significant updates or changes to the existing Map of My Dreams

During foundational case management, the RPL will discuss with the WFTCP participant about the services and activities to which the participant may be assigned, including:

- Job Placement Services
- Job Readiness Training
- English Language Training
- Digital Literacy/Technology Training
- Financial Literacy Training

### ***Case Documentation***

RPLs must complete enrollment in the Wilson-Fish tab on the WWP system. This information must be updated following each encounter with the participant.

RPLs must upload versions of each participant's Map of My Dreams Workbook to the Electronic Case File (ECF) system. RPLs must upload an electronic file version of the participant's Map of My Dreams Workbook to the ECF system at least quarterly.

At disenrollment from W-2 and/or the WFTCP, the RPL must:

- Record the participant's disenrollment date in the WWP system
- Upload the most recent version of the participant's Map of My Dream Workbook into the participant's records in the ECF system
- Remind the participant to maintain a copy of their Map of My Dreams Workbook

### ***REPORTING REQUIREMENTS***

RPLs must complete the WFTCP Monthly Reporting Spreadsheet (see Attachment A), reporting the following:

- Section 1: Monthly WFTCP Enrollments – Total Number of Participants During the Month, Total Number of Adults, Total Number of Persons (Family Members)
- Section 2: Case Management Activities
- Section 3: Trends and Observations – a narrative, paragraph or bullet points written by the RPL that describes issues they have observed or handled during that month. This narrative could include trends in enrollment, difficulties in arranging services for the participants, and areas in need of program improvement

The W-2 agency must submit completed monthly reports to DCF/BRP by 6th of each month via the System for Payments and Reports of Contracts (SPARC) system. RPLs must also upload completed monthly reports to the WFTCP SharePoint site.

RPLs must review monthly reports at WFTCP coordination meetings.

RPL may create a version of the WFTCP Monthly Reporting Spreadsheet in an Excel workbook that includes a tab that reports enrollments for each month of the federal fiscal year (October through September).

### ***AGENCY ACTION***

W-2 agencies contracted for the WFTCP must follow this program guidance for all eligible WFTCP participants.

### ***TRAINING***

BRP staff will review materials in this memo with W-2 agency RPLs and other refugee program staff at monthly WFTCP coordination meetings. Technical assistance will be provided at these regular meetings and on an as-needed basis.

### ***ATTACHMENTS***

[Attachment A – WFTCP Reporting Excel Spreadsheet](#)

### ***CONTACTS***

For questions regarding the WFTCP or the content of this memo, please contact W-2 Refugee Programs Coordinator, Tom Targos at [tom.targos@wisconsin.gov](mailto:tom.targos@wisconsin.gov).