



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

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BRP/BWF OPERATIONS MEMO	
No:	BRP 22-02 BWF 22-06
DATE:	02/16/2022
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: *Documenting Wilson-Fish TANF Coordination Program Cases in the Wisconsin Work Programs (WWP) System*

CROSS REFERENCE: [ORR Policy Letter 21-01](#)
[ORR Policy Letter 21-18](#)
[DFES Administrator’s Memo 21-05](#)
[Operations Memo 21-04](#)
[Operations Memo 22-01](#)

EFFECTIVE DATE: FEBRUARY 16, 2022

PURPOSE

The purpose of this memo is to communicate information to contracted agencies on how to document the enrollment of and foundational case management activities/services provided to eligible Wisconsin Works (W-2) participants in the Wilson-Fish TANF Coordination Program (WFTCP) into the Wisconsin Work Programs (WWP) application.

BACKGROUND

As outlined in [Administrator’s Memo 21-05](#), the Department of Children and Families’ (DCF) is enrolling Office of Refugee Resettlement (ORR)-eligible populations with children under the age of 18 in the WFTCP. Details on participant program enrollment and details about the foundational case management provided were initially tracked with an Excel spreadsheet when the program started in August 2021. The new functionalities in WWP, outlined in this memo, were deployed on November 1, 2021, and replaced the need for this spreadsheet.

NEW FUNCTIONALITY IN THE WWP APPLICATION – THE WILSON-FISH TAB

Starting November 1, 2021, new functionality was added to the WWP application to support the WFTCP in the form of a tab on the WWP Participant Summary page. The fields in the “Wilson-Fish” tab will document the enrollment and foundational case management activities/services provided to participants in the WFTCP.

Roles

Only designated Refugee Program Liaisons (RPLs) at contracted W-2 agencies should enroll qualified refugee W-2 program participants in the WFTCP and enter eligibility and participation data in the Wilson-Fish tab in WWP.

Rules

A person can be enrolled in the WFTCP when they:

1. Are eligible for the Wisconsin Works (W-2) program
2. Have one of the following immigration 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*, and Afghan Humanitarian Parolee.*

*Note: These statuses apply only to Afghans who entered the U.S. after July 31, 2021, and on or before September 30, 2022.

Refer to [Operations Memo 21-04](#) for further information about the statuses for Afghan arrivals.

NEW FUNCTIONALITY IN WWP – THE WILSON-FISH TAB

To enroll a W-2 participant in to the WFTCP, click on the Case Management option, then select the Wilson Fish icon (circled in red):



When this tab is selected, the first Wilson-Fish section appears.

Section 1. ORR Eligibility and Enrollment in WFTCP

ORR Eligibility

Select from: Refugee, Asylee, Victim of Human Trafficking, Amerasian, Cuban Entrant, Haitian Entrant, Special Immigrant Visa (SIV) recipient, Special Immigrant Parolee, Special Immigrant Conditional Permanent Resident, or Afghan Humanitarian Parolee.

Enrolled in WFTCP

For this field, RPLs must select either Treatment or Control:

- Milwaukee County participants will be assigned by the W-2 agency (MAXIMUS or UMOS) to “Treatment” or “Control” – the assignment will be based on instructions from the BRP W-2 Refugee Program Coordinator.
- All participants from Brown, Calumet, Dane, Outagamie, Sheboygan, or Winnebago counties will be assigned by the W-2 agency (FSC) to “Treatment.”

Note: In the WFTCP, the terms “Treatment” and “Control” have following definitions:

Control	Treatment
<i>Participant is enrolled in W-2 and receives assessment and services per W-2 program requirements as detailed in the W-2 Manual.</i>	<p><i>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.</i></p> <p><i>Participant’s case is managed and documented by an RPL.</i></p> <p><i>Participant’s W-2 Foundational case management will incorporate the use of TTS Methodology which includes:</i></p> <ul style="list-style-type: none"> • <i>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)</i> • <i>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)</i> • <i>Increased coordination and follow-up with the participant, the W-2 agency and external service providers (includes employers)</i>

The assignment of Milwaukee County participants to either "Treatment" or "Control" is for program evaluation purposes.

Once selections are made for both the **ORR Eligibility** and **Enrolled in WFTCP** fields, the next section to appear in the tab will depend on whether the participant is assigned to “Treatment” or “Control.”

Section 2. To Be Completed When the Participant is Enrolled in WFTCP Treatment

When Treatment is selected, then the following section appears, and all fields indicated in purple are required entries:

Worker Tools Case Management Participation Tracking Emergency Assistance Agency Tools

Wilson Fish LANA GARLAND-TEST 201039265

This page is intended for Wilson Fish program participants only.

ORR Eligibility Refugee

Enrolled in WFTCP? Treatment

Date Enrolled in WFTCP 8/15/2021

Date Disenrolled in WFTCP 9/15/2021

Source of the Referral

Alien Number

Is the client a Secondary Migrant? Yes No

From where in the US did the client arrive? City State

English Language Level

Date Map of My Dreams Introduced MM/DD/YYYY

Date of Enrollment in WFTCP – This date defaults to be the same as the date that the participant is enrolled in the W-2 program. If not, enter the appropriate date.

Date Disenrolled in WFTCP – Do not enter a date in this field at enrollment. Complete this field when the participant disenrolls from W-2 or when they complete the WFTCP program.

Source of the Referral – Choose from Walk-in, Agency (the Resettlement Agency), or Other Social Service Organization.

Alien Number – Enter the eight or nine-digit number that can be found on a variety of documents from U.S. Citizenship and Immigration Services (USCIS). Examples of the Alien Number on documents include the USCIS# on an Employment Authorization Document or Registration Number on an immigrant visa.

Is the client a Secondary Migrant? – Choose Yes or No.

Note: A Secondary Migrant is an ORR-eligible client that moved to Wisconsin after first resettling in another U.S. city but has been in the US less than three years.

From where in the U.S. did the client arrive? – If Yes is selected for the previous question, then the RPL must enter the city and state.

English Language Level – Based on information from the referral source or using your best judgement, choose from one the following levels of English language comprehension: 1–Not at All, 2–Not Well, 3–Well, 4–Very Well, 5–Fluent.

For the Wisconsin WFTCP, RPLs use the Transition to Success (TTS) standard of care as foundational case management with each WFTCP participant.

As a part of WFTCP case management, the RPL will use the Map of My Dreams Workbook. Basic details of the Map of My Dreams are recorded in this section.

English Language Level

Date Map of My Dreams Introduced

Map of My Dreams Status

Last Map of My Dreams Update

Services/Training

Date Map of My Dreams Introduced – Enter the date the first time the Map of My Dreams is discussed with the participant. This date could be the same as the date of enrollment.

Map of My Dreams Status – Enter one of the following choices: Incomplete, Completed Life Area Survey, Completed Initial Map of My Dreams with Goals Identified, or Updated existing Map of My Dreams.

Note: When first entering information in a Treatment enrollment, a Map of My Dreams Status must be selected. If the Map of My Dreams has not been discussed at WFTCP enrollment, then select Incomplete.

Last Map of My Dreams Update - RPLs must enter a new date after every discussion that involves a discussion of the Map of My Dreams with the participant.

Section 3. Services/Training

The Services/Training section of this screen documents the types of specific case management activities carried out with the WFTCP participant.

Last Map of My Dreams Update

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

Notes

In the course of the foundational case management, the RPL will discuss and schedule the WFTCP participant for one of the services or activities listed in this section.

To document these services and activities, the RPL must select the pencil icon on the right side of the row of the field that applies:

Job Placement Services – Applies to participants who receive in-person job placement services including job search, job referrals, submission of resumes and applications, assistance with scheduling and attending interviews, job placement, and follow-up for barrier management and employment retention.

Job Readiness Training – Applies to participants who receive in-person job readiness training including on-the-job training, vocational training, orientation to U.S. workplace norms and expectations, resume development, interview skills, and other activities that help participants gain employment or skills to make them more employable.

Other Employment Services – RPLs should consult with the Bureau of Refugee Programs when to select this field. These may include services necessary for employment or participation in an employability service and could include day care for children, transportation, and translation and interpreter services.

English Language Training – Applies to participants who receive in-person English Language Training provided directly, not through a referral. Services can include English as a Second Language (ESL) classes, English conversation groups, or tutors.

Digital Literacy/Technology Training – Applies to participants who receive in-person digital literacy/technology training designed to provide participants with the skills needed for work, school, and home to communicate and access information through digital technologies like internet platforms, computers and mobile devices.

Financial Literacy Training – Applies to participants who receive in-person financial literacy training designed to teach various financial skills, including personal financial management and budgeting.

Other Services – RPLs should consult with the Bureau of Refugee Programs when to select this field. These may include services necessary for a purpose *other than* in connection with employment or participation in an employability service and could include emergency services, health-related services, home management services, day care for children, transportation, and translation and interpreter services.

Once one of the Service/Activities field is selected, a Calendar will appear. Section 4 of this memo will cover how use the Calendar function associated with each Services/Activities field.

Section 4. Using the Calendar Function associated with the Services/Activities Section

When a field in the Services/Training section is selected, you are brought to a calendar. RPLs should select the days that the service/activity was provided.

The example below shows the calendar that appears when the Job Placement Services field is selected.

WWP
Worker Tools
Case Management
Participation Tracking
Emergency Assistance
Agency Tools

«
Wilson Fish - Job Placement Services ?
CARLOS ZOOK-TEST

5010311925

< August 1st 2021 - August 31st 2021 >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	2 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	3 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	4 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	5
6	7 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	8 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	9 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	10 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	11 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	12
13	14 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	15 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	16 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	17 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	18 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	19
20	21 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	22 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	23 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	24 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	25 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	26
27	28 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	29 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	30 <input type="checkbox"/> In County <input type="checkbox"/> Out of County	31 <input type="checkbox"/> In County <input type="checkbox"/> Out of County		

Cancel
Save

Within the date(s) that the Service/Activity was provided, the RPL must select a date that the service or activity was provided – one of the following must be selected:

In County – Select this box if the participant’s home address is in any of the following counties at the time that the service was provided: Brown, Calumet, Dane, Milwaukee, Outagamie, Sheboygan, or Winnebago

Out of County – Select this box if the participant’s home address at the time that the service was provided was not in any of the counties listed above.

If either Other Employment Services or Other Services fields are selected and have recorded date either in or out of county, a Notes section will appear below the Services/Training section on the main page. An explanation of the services or activities that occurred must be entered in this field.

Section 5. Notes

The last section of the Wilson Fish page is a field for Notes. In this freeform field, RPLs can note specific details about the participant, participant’s family, or about the case management.

The screenshot shows a web form titled "Services/Training". It contains a list of service categories, each with a pencil icon for editing:

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

Below this list is a "Notes" section, which is highlighted with a red border. It includes a text area labeled "Details" and a character count "1000 characters remaining". At the bottom right of the notes section are "Cancel" and "Save" buttons.

Disenrollment: When a WFTCP Participant Leaves W-2 or is No Longer Eligible

When a WFTCP participant in the Treatment group leaves W-2 or is no longer eligible, the RPL will disenroll the participant in the program **BEFORE** the W-2 enrollment is ended.

The screenshot shows a participant profile page for "Wilson Fish" in the "Worker Tools" section. The page includes a navigation bar with "Worker Tools", "Case Management", "Participation Tracking", "Emergency Assistance", and "Agency Tools". The user is identified as "LANA GARLAND-TES" with the date "20110926".

The main content area is titled "Wilson Fish" and contains a message: "This page is intended for Wilson Fish program participants only." Below this are several form fields:

- ORR Eligibility: Refugee
- Enrolled in WFTCP?: Treatment
- Date Enrolled in WFTCP: 8/15/2021
- Date Disenrolled in WFTCP: 9/15/2021 (This field is highlighted with a red border)

Date of Disenrollment - Choose the date when the participant disenrolls in the WFTCP or W-2.

To Be Completed When the Participant is Enrolled in Control

When Control is selected in the **Enrolled in WFTCP** field, then the following screen appears:


Worker Tools Case Management Participation Tracking Emergency Assistance Agency Tools

Wilson Fish
LANA GARLAND-TEST
201039265

This page is intended for Wilson Fish program participants only.

+ Add Worker Task

ORR Eligibility Refugee

Enrolled in WFTCP? Control

Date Enrolled in WFTCP 8/15/2021

Date Disenrolled in WFTCP 9/15/2021

Source of the Referral

Alien Number

Is the client a Secondary Migrant? Yes No

From where in the US did the client arrive?

English Language Level

Services/Training

Not applicable when "Enrolled in WFTCP?" is Control.

Notes

Details

1000 characters remaining

Cancel
Save

After Control is selected, then complete the following fields (as described previously):

- Date of Enrollment in WFTCP
- Date Disenrolled in WFTCP
- Source of the Referral
- Alien Number
- Is the client a Secondary Migrant?
- From where in the US did the client arrive?
- English Language Level
- Notes

Selecting Save

After the RPL enters or updates information in this Wilson Fish Tab, they must select Save.

Message When Incomplete Information is Entered

A red error message will appear when required information is not selected or entered appropriately. Correct the missing information before saving or Save the page with Errors to be corrected later.

A red error message will appear when:

- Either ORR Eligibility or Enrolled in WFTCP fields are not selected.
- If the participant is "Treatment" - the error message will appear when one or more fields is left incomplete: Date Enrolled, Source of Referral, Alien Number, Secondary Migrant, and English Language level and the Map of My Dreams fields.
- If the participant is in "Control" – the error message will appear when one or more fields is left incomplete: Date Enrolled, Source of Referral, Alien Number, Secondary Migrant, and English Language level.
- If the participant is in "Treatment" and either the Other Employment Services or Other Services fields are selected, and no entry is made in the Notes field under the Calendar.

REPORTS

Reports to be submitted by RPLs will be covered in a forthcoming Operations Memo.

TRAINING

BRP staff will review materials in this memo with W-2 agency RPLs and other refugee program staff at WFTCP Coordination meetings; technical assistance will also be provided at these regular meeting as well as on an as-needed basis.

AGENCY ACTION

W-2 agencies contracted for the WFTCP should begin using the WWP for all eligible WFTCP participants.

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.