

# W-2 Cares Help Desk FAQ

## Time Limit Issues

It is always best to try any CARES extension processing in Simulation (ACSM) to check the results of the entries before entering in the Production environment, especially if there is any doubt about the outcome. If the case is in intake or review mode, the W-2 CARES Help Desk can assist with putting the case temporarily into ongoing mode (ACDA) so the Simulation environment can be accessed for that case.

### Extension entered on AIWC, but 60-month Max still equal to 60-month Used

#### Most recent clock tick is a CMC tick:

When a 60-month time limit extension is entered and the participant's most recent tick was a CMC tick, CARES does not update the 60-month maximum as it should. The extension will display on the CMC clock tick row for the requested time period, but the 60-month maximum will still be equal to the 60-month used.

A CARES data fix is needed to add the correct number of months to the 60-month maximum.

AIWC	WISCONSIN WORKS(W2) CLOCKS	06/04/10 09:13
CASE: 8111144181	WORKER: XMIV11 XMIOVC C XXXXXXXXXX	
LAST UPDATED: 06 04 10	CASE STATUS: OPEN	CASE MODE: ONGOING
PIN: 2502713838	NAME: WYNETTE	X XX XXXXXXXX
MX UD RM	UD UD UD UD	
<b>60MO: 70</b>	70 0	JOBS: 0 OPC: 0 CMC: 1 OTF: 2
FED USED: 69	W2T: 39 CSJ: 28 TJB: 0	
ELIG CLOCK FED OVR AGY	AGY DEC STATE EXT EXT BEG EXT END USER ID	UPDATED
MTH TYPE IND RSN DEC DT	DEC DEL MTH MTH	DT
0309 <b>CMC</b>	_ Y ___ ERA 06 04 10 LM4	_ <b>0610 0910</b> XMIOVC 06 04 10
0209 OTF	_ Y AUX	___ XMIOVC 06 04 10
OTF TICK CREATED BY BIWA FOR THE AUX PAYMENT ISSUED		
0307 CSJ	_ Y ___ ERA 03 05 09 LM4	_ 0309 0609 XMIOVC 06 04 10
0207 CSJ	_ Y ___ ERA 11 01 06 SB6	_ 1106 0407 CARES 02 28 07
PFKEYS: 13=AIWO, 14=AIWE, 18/ENTER=NEXT INDIVIDUAL		PAGE 1 OF 18
NEXT TRAN: _____	PARMS: 8111144181	MORE...

This data fix can be avoided if the following work-around is implemented before the 60-month extension is entered.

When the most recent tick is a CMC tick:

- 1) Enter an OTF tick for any prior month that does not already have a clock tick;
- 2) Enter the approved 60-month extension;
- 3) Subtract the OTF tick that was just entered, using the comment field to explain that it was for an extension work-around.

The 60-month maximum number should now display enough months more than the 60-month used number to allow for clock ticks for the entire extension period.

**Most recent clock tick is not a CMC tick:**

This situation can occur when a 60-month extension approval is entered while the 60-month Used is greater than the 60-month Max.

AIWC	WISCONSIN WORKS(W2) CLOCKS	11/12/09 11:00
CASE: 6108821761	WORKER: XMIV11	XMIOVC C XXXXXXXXXX
LAST UPDATED: 11 12 09	CASE STATUS: OPEN	CASE MODE: ONGOING
PIN: 6522503662 NAME: CRYSTAL XXXXX		
MX UD RM	UD	MX UD RM
MX UD RM	MX UD RM	MX UD RM
<b>60MO: 64 64</b>	0 JOBS: 0	TJB: 0 0 0 CSJ: 31 23 8 W2T: 39 31 8
FED USED: 64 MO.	OPC: 0	CMC: 0 OTF: 10
ELIG CLOCK FED OVR AGY AGY DEC STATE EXT EXT BEG EXT END USER ID UPDATED		
MTH TYPE	IND RSN DEC DT	DEC DEL MTH MTH DT
1009	<b>CSJ</b> _ Y ___ ERA	11 12 09 LM4 <b>1109 0210</b> XMIOVC 11 12 09
0909	CSJ_ Y ___	CARES 09 30 09

If the extension begins in the current month and the participant is still in a paid placement that will tick the 60-month clock in the current month, the following work-around should set the clocks correctly.

- 1) Enter an OTF tick for the current month.
- 2) 'DE' delete the existing extension, which will set the 60-month Max to one tick more than the 60-month Used and the extension end month to the current month.
- 3) Enter a subsequent extension for the remaining number of months of the approved extension. Do not count the current month in this calculation since the current month tick is already there. If there is any doubt, try the work-around in Simulation first to make sure the extension gives the needed result.
- 4) Suppress any extra extension letters that would be confusing to the participant.

When the clocks cycle runs at the end of the current month, CARES will replace the OTF tick with the placement type in which the participant is placed at the end of the month.

## 60-month Used greater than 60-month Max - no approved extension

Occasionally clock ticks are allowed to accumulate beyond the 60-month maximum when the participant does not have an approved 60-month extension entered on AIWE. It can occur when the participant is in a paid placement or when the second 'unplaced' parent does not have an approved extension and has over 60 clock ticks.

In either of these scenarios, the current extension status should be evaluated per W-2 policy. Before entering the new extension decision in CARES, either approved or denied, and ending the W-2 paid placement if an extension is denied, the following work-around should be used to reset the individual's 60-month max to equal the 60-month used plus one additional tick for the tick that will occur at the end of the current month.

If this is a Two Parent case, the second parent's clocks can be viewed by entering <PF18> on AIWC. Any extension entries can be viewed on AIWE in historical mode by entering <PF8> until that individual's information displays.

1) Enter a one month 60-month extension on AIWE.

AIWC	WISCONSIN WORKS(W2) CLOCKS	05/27/10 14:28
CASE: 4101667772	WORKER: XMIV11	DWDA25 J KANTER
LAST UPDATED: 05 27 10	CASE STATUS: OPEN	CASE MODE: SIMULATIO
PIN: 4502487546 NAME: ELIZABETH x xxxxxx		
MX UD RM	UD UD UD UD	
60MO: 61 66 5	JOBS: 0 OPC: 0 CMC: 0 OTF: 8	
FED USED: 66	W2T : 35 CSJ: 23 TJB: 0	
ELIG CLOCK FED OVR AGY AGY DEC STATE EXT EXT BEG EXT END USER ID UPDATED		
MTH TYPE IND RSN DEC DT DEC DEL MTH MTH DT		
0410 W2T_ Y ___ ERA 05 27 10 SB1 ___ 0510 0510 DWDA25 05 27 10		
0310 W2T_ Y ___ CARES 03 31 10		

2) 'DE' delete that same extension on AIWC.

AIWC	WISCONSIN WORKS(W2) CLOCKS	05/27/10 14:30
CASE: 4101667772	WORKER: XMIV11	DWDA25 J KANTER
LAST UPDATED: 05 27 10	CASE STATUS: OPEN	CASE MODE: SIMULATIO
PIN: 4502487546 NAME: ELIZABETH x xxxxxx		
MX UD RM	UD UD UD UD	
60MO: 67 66 1	JOBS: 0 OPC: 0 CMC: 0 OTF: 8	
FED USED: 66	W2T : 35 CSJ: 23 TJB: 0	
ELIG CLOCK FED OVR AGY AGY DEC STATE EXT EXT BEG EXT END USER ID UPDATED		
MTH TYPE IND RSN DEC DT DEC DEL MTH MTH DT		
0410 W2T_ Y ___ ERA 05 27 10 SB1 DE 0510 0510 DWDA25 05 27 10		
0310 W2T_ Y ___ CARES 03 31 10		

AIWE	CREATE W2 CLOCK EXTENSIONS	05/27/10 14:30					
CASE: 4101667772	WORKER: XMIV11	DWDA25 J KANTER					
LAST UPDATED:	CASE STATUS: OPEN	CASE MODE: SIMULATION					
NUM: 01	NAME: ELIZABETH	x xxxxxx SSN:					
EXT CLK	AGY DEC	AGY DEL STATE	EXT BEG	EXT END	USER	UPDATED	
SEQ TYP	DT	DEC RSN DEC	MM	MM	ID	DT	
01	60MO	05 27 10	ERA	DE	SB1_	0510 0510	DWDA25 05 27 10
01	60MO	05 27 10	ERA		SB1_	0510 0510	DWDA25 05 27 10
01	60MO	01 27 10	NPA				XMI22D 01 27 10
01	W2T_	01 08 09	ERA		SB6_	0609 1109	XMI18U 01 08 09

- 3) Enter PIN comments to document the situation and work-around.
- 4) Suppress any correspondence due to the work-around extension entry and deletion.
- 5) Enter the ongoing 60-month extension decision, either denial or p