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

__X ACTION
___ NOTICE **12-10**

ISSUE DATE: 10/29/2012
DISPOSAL DATE: 12/31/2016

*PROGRAM CATEGORIES:

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

TO: W-2 Agency Directors

FROM: Kristiane Randal
Division Administrator

RE: Wisconsin Works (W-2) Contractors 2013-2016 Standard Operating Procedures

PURPOSE:

This memo is to inform W-2 Contractors about the requirements for developing Standard Operating Procedures (SOPs) for administration of W-2 and Related Programs, as outlined in Appendix C: Scope of Work, Section V: Standard Operating Procedures of the 2013 Wisconsin Works and Related Programs contract. Each Contractor is required to submit SOPs by the dates indicated in this memo.

INTRODUCTION:

SOPs are written documents outlining the internal steps W-2 Contractors will perform to comply with W-2 policies and procedures as well as to support timely and complete data entry. SOPs are a description of how W-2 Contractors will perform the identified function and not simply a reiteration of W-2 policy.

CREATING STANDARD OPERATING PROCEDURES:

W-2 Contractors must develop SOPs for all requirements outlined in the W-2 and Related Programs Contract's Scope of Work. W-2 Contractors must write SOPs with sufficient detail so that someone with limited experience with or knowledge of the procedure, but with a basic understanding, can successfully reproduce the procedure when unsupervised.

W-2 Contractors must submit their original and any significantly revised SOPs to the W-2 Regional Administrators for approval prior to implementation. Contractors will be expected to perform contract duties in accordance with their approved SOPs.

CHANGES TO SOPs:

Under the 2013 contract, a revision to SOPs is required under the following circumstances:

- Changes in systems or polices that require a change in agency process;
- Quality improvement initiatives; or
- Agency directed organizational or service delivery changes.

SOP REQUIREMENTS:

For the balance of state, W-2 Contractors will submit the SOPs to the Bureau of Regional Operations (BRO) staff and in Milwaukee Contractors will submit them to the Milwaukee Operations Section (MOS) staff. Due to the large number of SOPs that need to be written and reviewed, we are requesting that they be submitted according to the schedule listed below. BRO and MOS will provide a written response to the SOP either approving or requesting revisions within two weeks of each submission.

Contractors are required to submit one or more SOPs for each topical area listed. Sub-topics listed are specific program areas Contractors are expected to address individually or within the SOP(s) listed, however these are not all encompassing. Contractors may elect to have one or more SOPs for each topical area listed (1-17). SOPs developed that are not included within the first three groupings may be included with the final submissions.

The following SOPs are due November 16, 2012:

- Process Initial and Ongoing Eligibility for W-2
- Monitor and Process W-2 Payments
- Provide Case Management for W-2 Participants
- Operate a Job Access Loan Program
- Operate Refugee Assistance Programs
- Use of Automated Systems

The following SOPs are due November 30, 2012:

- Assign Individualized Activities
- Provide Employment Services
- Verify and Track Attendance
- Operate a Learnfare Program
- Manage Dispute Resolution Process
- Operate the Emergency Assistance Program

The following SOP is due December 14, 2012:

- General Administration

All remaining SOPs are due April 1, 2013

The required SOPs should include the following points either within the SOP or as a stand alone SOP:

1. Processing Initial and Ongoing Eligibility for W-2
    a. Overall Service Flow (W-2 only)
    b. Initial Eligibility Determination

        i. Approvals
        ii. Denials
    c. Informal Assessment
    d. Educational Needs Assessment
    e. Career Assessment
    f. Barrier Screening Tool
    g. Up-front Job Search
    h. Coordination with Child Support
    i. Client Scheduling
    j. Eligibility Review
    k. Working Data Exchange Discrepancies
    l. Case Closures

2. Monitor and Process W-2 Payments
    a. Emergency Up-front Payments
    b. Auxiliary Payments
    c. Returned Benefits
    d. Electronic Benefits Transfer Request
    e. Homeless Benefits/Hold Benefit
    f. Supportive Services Payments
    g. Trial Jobs Wage Subsidies

3. Provide Case Management for W-2 Participants
    a. Placement Decision
    b. Placement Extension
    c. Employability Planning
    d. Referral for Child Care Authorization

4. Assign Individualized Activities
    a. Activity Assignment/Referrals
    b. Coordination of Activities with Other Programs
    c. Accommodations of Barriers

5. Provide Employment Services
    a. Service Flow
    b. Screening Process
    c. Job Club/Workshops
    d. Matching Participants to Open Job Orders
    e. Developing Work Sites
    f. Developing Trial Jobs
    g. Retention Services
    h. Job Development, including Employer Contact
    i. Workshops

6. Provide Employment Related Education and Training Services
    a. Service Flow
    b. Screening Process
    c. Developing Customized Training Programs
    d. Jobs Skills Training
    e. Tracking Technical College Requirements/Study Time

7. Provide SSI/SSDI Services
    a. Service Flow
    b. SSI Advocacy Services
    c. Formal Assessment

8. Verify and Track Attendance
    a. Gathering Attendance Documentation
    b. Determining and Processing Good Cause
    c. Entering Non-Participation
    d. Scanning into ECF
    e. Documenting and Verifying Employment
    f. Documenting and Verifying SSI/SSDI

9. Operate a Learnfare Program
    a. Service Flow
    b. Activity Assignment
    c. Activity Tracking
    d. Case Management Services
    e. Supportive Services
    f. Learnfare Sanctions

10. Manage Dispute Resolution Process
    a. Customer Complaints
    b. Civil Rights Complaints
    c. Pre-Resolution
    d. Fact-Finding Process

11. Operate the Emergency Assistance Program
    a. Service Flow
    b. Applications Processing
        i. Approvals
        ii. Denials
    c. Payment Issuance
    d. Case Management Services

12. Operate a Job Access Loan Program
    a. Service Flow
    b. Applications Processing
        i. Approvals
        ii. Denials
    c. Case Management Services
    d. Repayments

13. Operate a Contracted Child Care Program
    a. Attendance Collection
    b. Monthly Reporting Process
    c. Tracking of W-2 and Non-W-2 Parents for Cost Allocation Purposes
    d. Completion of Sign-in/Sign-out Logs

14. Operate Refugee Assistance Programs (Not required in Milwaukee Northern or East Central areas)

a. Service Flow
b. Applications Processing
    i. Approvals
    ii. Denials
c. Case Management/Coordination Services
d. Activity Assignment
e. Activity Tracking and Verification
f. Sanctions
g. Case Closure
h. Payment Issuance

15. Use of State Automated Systems
    a. System Security
    b. Confidentiality
    c. Electronic Case File Management/Scanning

16. Fraud Management
    a. Front End Verification
    b. Error Prone Profiles
    c. Fraud Referrals
    d. Fraud Investigation
    e. Intentional Program Violations
    f. Fraud Recoupment Process

17. General Administration
    a. Translation Services for Persons with Language Barriers
    b. Performance Outcome Payment Claims Verification and Processing

ADDITIONAL REQUIREMENTS

These items do not require submission of an SOP, but are documents the W-2 Contractor is required to have by the W-2 and Related Programs Contract. The W-2 Contractors must make the plans, or the charge/charter for the Community Steering Committee, available upon request unless otherwise noted.

- Quality Assurance Plan
- Identify a Children's Services Network
- Establish a Community Steering Committee
- Civil Rights Plan/Letter of Assurance (if not already on file with the Department, within 45 days of signing the contract)
- Affirmative Action Plan (within 15 working days of returning the signed contract)
- Continuity of Operations Plan
- Cost Allocation Plan (within 30 days of signing the contract)

CONTACT:

W-2 contractors should direct questions and discuss concerns, if any, about SOP submission in the Balance of State with the Bureau of Regional Operations Staff and in Milwaukee with the Milwaukee Operations Section Staff.