

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

ACTION  
 NOTICE

**16-02**

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\*PROGRAM CATEGORIES:

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**To:** W-2 Contract Agency Directors  
**From:** Kris Randal  
Division Administrator  
**RE:** Modernizing the CARES Work Programs Subsystem

**PURPOSE:**

The purpose of this memo is to:

1. Provide an overview of the upcoming policy and system changes that the Bureau of Working Families (BWF) is making in order to begin modernizing the CARES Work Programs (WP) subsystem.
2. Make W-2 Contractors aware of policy and system changes that could potentially impact performance outcome payment (POP) claims; and
3. Identify additional forthcoming BWF communications regarding this project.

**BACKGROUND:**

The Department of Children and Families (DCF's) goal is to modernize the CARES WP subsystem from a mainframe system to a web-based application. There are two projects underway to achieve this goal. First, for over a year, BWF has been preparing to move case-based CARES WP screen information and system functions to CARES Worker Web (CWW). Second, BWF is in the first year of a four-year project to move WP case management functions to a new web-based system.

This memo focuses on the move of the case-based CARES WP information to CWW. These changes will allow workers to collect and record eligibility-related information during intake into one existing web-based system, which will enhance system usability, streamline business processes, improve system and policy alignment, and increase efficiencies of the technology maintenance.

While BWF staff have reviewed these changes multiple times since the beginning of the project at several W-2 Contractors' Meetings and W-2 Contractors' Systems Meetings, it is imperative that Contractors understand the upcoming changes described in this memo. DCF will issue additional communications via Operations Memos to provide more detail about the steps Contractors must take to prepare for the upcoming systems changes.

## **EXPECTED SYSTEMS AND POLICY CHANGES:**

Effective June 25, 2016, BWF will move the following functionalities to CWW: Work Programs' referral processes; W-2 placement functionality; Electronic Funds Transfer, Vendor and Hold Payments processes; Learnfare functionality; two-parent participation determinations; WP specific case closures logic; and At Risk Pregnancy screens.

More specifically, W-2 Contractors can anticipate the following systems and policy changes:

- WP mainframe eligibility functions will move to CWW.
- Adjustments to the eligibility requirements and case review processes to support individuals placed in the Case Management Follow-up (CMF) placement.
- Modifications to the W-2 placement process for better enforcement of placement policies, including:
  - The automatic closure of Custodial Parent of an Infant (CMC) placements on the 56<sup>th</sup> day of placement;
  - The automatic closure of all other placements on the last day of the month that the case was eligible; and
  - Allowing future begin dating and end dating of placements.
- Modernization and enhancement of correspondence related to Work Program information.

## **IMPACT ON POP CLAIM PROCESSING:**

The policy and system changes described in this memo may have an impact on Contractor POP claim processing, particularly the changes to the CMF placement. In an effort to ensure that these changes will not negatively affect your potential POP claim earnings, it is highly recommended that each Contractor review all BWF communications related to these changes and update their internal POP claim processes accordingly.

At the April 2016 W-2 Contractors' meeting, an agenda item was devoted to reviewing the system changes and the potential impact these changes could have on POP claims. In addition to this discussion, and discussions at various other Contractors' meetings, BWF will issue an Operations Memo devoted to how these changes will impact POP claims. See **UPCOMING COMMUNICATIONS**.

To review meeting notes and handouts related to this project from the Contractors' meetings, click on this link.

<http://dcf.wisconsin.gov/w2/partners/toolbox/contractorsmeeting>

**UPCOMING COMMUNICATIONS:**

Due to the significant systems changes and corresponding policy updates, DCF will release a series of Operations Memos prior to the major automation changes on June 25, 2016. The anticipated Operations Memos will provide W-2 Contractors with specific details about the following policy and systems changes:

1. Enhancements to Electronic Funds Transfer (EFT) processes and the actions W-2 Contractors will need to take to prepare for the conversion.
2. Policy and automation enhancements to align CMF placements with eligibility requirements in state statute.
3. Expansion of a target group in Learnfare program policy and the supporting new School Enrollment/Learnfare screen in CWW.
4. Performance Outcome Payments (POP) claim clarifications related to the policy and systems changes.

Prior to implementation, DCF will provide a comprehensive desk aid regarding all of the updates and instructions on the new CWW functionality. In-person trainings for all W-2 Contractors will begin in early June 2016.

**ACTION NEEDED:**

As Operations Memos related to this major automation change are released, W-2 Contractors must ensure that all staff is trained, and that agency processes are updated to reflect the changes, including how they relate to processing POP claims.

**CONTACT:** DFES/BWF Regional Administrators