



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

**DFES 19-02**

ISSUE DATE: 1/28/2019  
DISPOSAL DATE: 12/31/2019

- ACTION  
 NOTICE

PROGRAM CATEGORIES:

- W-2 - Wisconsin Works  
 RA - Refugee Assistance  
 CS - Child Support  
 CF - Children First  
 TJ - Transitional Jobs  
 TMJ - Transform Milwaukee Jobs

**TO:** Wisconsin Works (W-2) Agency Directors  
Transitional Jobs (TJ) Agency Directors  
Transform Milwaukee Jobs (TMJ) Agency Directors  
Children First (CF) Program Directors

**FROM:** Janice Peters  
Deputy Division Administrator

**RE:** Preparing for Phase 1 Implementation of the Wisconsin Work Programs (WWP) System

**PURPOSE:**

The purpose of this memo is to provide:

1. Technical information about WWP to contractors;
2. Information on technical support the Division of Family and Economic Security (DFES) will provide to contractors during the phasing in of WWP;
3. Information on policy impacts related to Phase 1 implementation;
4. Information on a series of Operations Memos to be released between now and Phase 1 implementation; and
5. Information on actions contractors must take prior to Phase 1 implementation.

**BACKGROUND:**

In the fall of 2016, DFES kicked-off an exciting multi-year project to modernize and upgrade the mainframe legacy system known as the Client Assistance for Re-employment and Economic Support (CARES) Work Programs Subsystem. The goal of the project, called WPASS (Work Programs and Analytics Systems), is to build a web-based system that supports DFES work program case management, data collection and availability, and evaluation. The web-based, online application is called Wisconsin Work Programs (WWP). Phase 1 implementation of the WWP online application will modernize data collection for a portion of the work program case

management functions currently in CARES mainframe. Programs that are impacted by this project include Wisconsin Works (W-2), Learnfare, Children First (CF), Transitional Jobs (TJ), and Transform Milwaukee Jobs (TMJ).

DFES is happy to announce that implementation of Phase 1 of WWP is scheduled for the weekend of February 23, 2019. The functionality that will be modernized in Phase 1 includes:

1. Clearance, Client Registration, and Request for Assistance processes for CF, TJ, and TMJ;
2. Eligibility determination for TJ and TMJ;
3. Enrollment for W-2, Learnfare, CF, TJ, and TMJ; and
4. Informal Assessment for W-2, CF, TJ, and TMJ.

After implementation, workers will perform all functions described above using the WWP online application.

In addition, several new system tools will be unveiled as part of Phase 1 that will help workers better manage data collection for services needed by the participant, and track information about the providers of services and the referrals initiated by the worker. Actions needed by both the participant and the worker will be documented and tracked in WWP.

Future phases of the project will modernize remaining CARES Work Program subsystem functionality. Until all functionality is modernized, workers will navigate between CARES mainframe, CARES Worker Web (CWW), and WWP to perform needed case management functions.

## **WWP TECHNICAL INFORMATION**

### **Browser Requirements**

As a web-based application, WWP supports current vendor-supported versions of Internet Explorer (at the time of publication of this memo, IE 11). In the initial hands-on system preview offered last May to W-2 agencies, no browser problems were reported when accessing the application.

### **Security Set-Up and Access**

Any device running currently supported versions of IE may be used to access WWP, as long as those devices are supported by organizations authorized to access WWP, and are up to date with all service and security patches. Networks used to connect must be supported by the organizations authorized to access WWP, and if non-organizational networks are allowed by organizational policy (for example, home networks, conference centers, etc.), those networks must be private (require a username and password).

Security controls for WWP have been applied in accordance with widely-adopted national standards for federal and state information systems, and in compliance with federal and state laws, acts, orders, policy, and guidance.

An Operations Memo addressing WWP security considerations and processes will be released prior to WWP implementation.

## **Data Conversion**

At implementation, some data elements will be migrated from CARES mainframe to WWP for currently enrolled participants and dis-enrolled participants who were previously enrolled in the past seven years. Through training and an Operations Memo planned for release in January, DFES will issue guidance to contractors regarding the conversion process for current participants, recognizing that contractors will need adequate time to meet with and complete an informal assessment in WWP for each enrolled participant within six months of implementation for migrated cases.

## **HELP DESK SUPPORT AND ONLINE HELP**

At WWP implementation, the W-2 Help Desk ([DCF2CARESHD@wisconsin.gov](mailto:DCF2CARESHD@wisconsin.gov)) will be available to workers in the CF, TJ, and TMJ programs as well as the W-2 program for assistance with technical questions or to address issues with the system. Using the W-2 Help Desk for all programs will allow for consistent and timely responses to systems inquiries and DFES will be able to track issues more accurately. The CF agencies will continue to contact BCS directly for program related questions. DFES will develop and communicate to contractors in early February a triage process to ensure that identified issues are prioritized and addressed in a timely manner.

DCF has created a WWP website that includes information and updates about the project, and links to user online and classroom training. This website is available at: <https://dcf.wisconsin.gov/wwpinfo>. After February 23, 2019, users of WWP will use links within the WWP Application to access page specific help resources, frequently asked questions, and guidance on how to use the new system.

## **POLICY UPDATES**

As part of WWP Phase 1, W-2, CF, TMJ and TJ policy will be updated to reflect the automated informal assessment process and collection of participant data to better guide workers in the provision of case management services. For W-2, these system enhancements incorporate participant barrier questions and a Domestic Violence screening into the Informal Assessment. Previously this data was collected through the Barrier Screening Tool (BST) offered at W-2 application. As part of this modernization effort, BWF is discontinuing the BST web-based application for W-2 participants.

## **Forthcoming Operations Memos**

BWF will release a series of policy operations memos related to Phase 1 implementation:

- a. *Implementation of Wisconsin Work Programs System Security and Access (See 1b. above).*
- b. *Implementation of Wisconsin Work Programs System – Migration of Participant Data (see 1c. above).*
- c. *Implementation of Wisconsin Work Programs System – Updates to W-2 Assessment Policies, Informal Assessment Enhancements, and Discontinuation of the Barrier*

*Screening Tool Web Application* will describe policy changes to support the new Informal Assessment policies and processes. These policy changes will ensure that W-2 workers have the information needed to identify potential participant barriers and determine appropriate services, accommodations and modifications, and referrals to support full program engagement. This memo will also describe the systems changes associated with the discontinuation of the BST web-based application.

- d. *Implementation of Wisconsin Work Programs System – Updates to Transform Milwaukee Jobs and Transitional Jobs Policies* will announce the requirement to collect a Social Security Number for individuals applying for TMJ/TJ, describes new TMJ/TJ Informal Assessment policies and processes, and provides updates to TMJ/TJ confidentiality policies to better align with the collection of data through the WWP online application.
- e. *Implementation of Wisconsin Work Programs System – Updates to W-2 Accommodations Policies* announces additions to reasonable accommodations policies to better align with the collection of data through the WWP online application.

BWF will release all operations memos to W-2, CF, TMJ and TJ contractors in advance of the WWP launch on February 23, 2019.

## **ACTION ITEMS**

During the month-long preview offered to W-2 contractors in May, 2018, the previewers were asked to:

- Become familiar with the WWP informal assessment and related applications, including Actions Needed, Participant Barriers List, Test Scores, Work History List, and Contacts;
- Give front-line staff exposure to system functionality and system standards; and
- Allow staff to practice interviewing with the informal assessment to acquaint staff with the flow of questions and what to expect during a WWP guided interview.

DFES is continuing to offer opportunities for CF, TJ, TMJ and W-2 contractors to engage in activities to help prepare for implementation. Online and in-person training sessions are available through the Partner Training Team. Links to training are located on the WWP Website. In addition, BWF will ask users from each contractor to participate in production testing on Saturday, February 23, 2019.

As contractors take part in these hands-on activities as well as the series of on-line and face to face trainings scheduled through February, they should consider what changes are needed to their agency's participant intake and informal assessment processes and interviewing protocols. Consideration should be given to:

- Agency intake forms, referral forms, and printed community resource lists;
- Physical set-up of interview spaces;
- Length of time scheduled for informal assessment appointments; and
- Ensuring that workers are familiar with all community resources that are part of the "action needed" sections of the informal assessment.

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DCF/DFES/BWF/HH

1/2019