



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

DFES 21-03

ISSUE DATE: 02/18/2021

DISPOSAL DATE: 12/31/2021

ACTION

NOTICE

PROGRAM CATEGORIES:

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

DATE: 02/18/2021

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

FROM: **Connie M. Chesnik**
Division Administrator

RE: **Preparing for Phase 2 Implementation of the Wisconsin Work Programs (WWP) System**

PURPOSE:

The purpose of this memo is to provide:

1. Information on the scheduled WWP Phase 2 implementation;
2. Information on technical support the Division of Family and Economic Security (DFES) will provide to contractors during the lead up to Phase 2 implementation;
3. Information on the Operations Memos to be released between now and Phase 2 implementation; and
4. Information on actions contractors must take prior to Phase 2 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 successfully occurred in February 2019 and modernized data collection for a portion of the work program case management functions previously in CARES mainframe.

DFES is happy to announce implementation of Phase 2 of WWP is scheduled for the weekend of June 26, 2021. The functionality that will be modernized in Phase 2 includes:

1. Employability Plans (EP), Activity Assignment, and Participation Statuses
2. Tracking Participation, Good Cause, and Make-Up Hours
3. Automating Auxiliary Payments
4. Worker Tasks
5. Worker Transactions
6. W-2 Performance Outcome Payments (POP)

Programs impacted by Phase 2 implementation are: Wisconsin Works (W-2), Learnfare, Children First (CF), Transitional Jobs (TJ), Transform Milwaukee Jobs (TMJ), and Five County Demonstration Project (FCDP)/ELEVATE.

Future phases of the project will modernize the remaining CARES subsystems, including Benefit Issuance. Until all functionality is modernized, W-2 workers will continue to navigate to CARES mainframe for actions related to checks, overpayment claims, and Job Access Loans.

HELP DESK SUPPORT AND ONLINE HELP

The Bureau of Working Families (BWF) Work Programs Help Desk (BWFworkprogramsHD@wisconsin.gov) will be available to workers for assistance with technical questions or to address issues with the system.

Additionally, BWF will create a frequently asked questions document to record questions and answers pertaining to Phase 2 implementation. More information will be provided as it becomes available.

FORTHCOMING OPERATIONS MEMOS

BWF will release the following operations memos to W-2, TJ, TMJ, and CF contractors in advance of the WWP Phase 2.

1. *Implementation of Wisconsin Work Programs Phase 2 – Process to Cut-over Participants Enrolled at Implementation* will describe the actions agencies must take in WWP following Phase 2 implementation for participants in W-2, TJ, TMJ, and CF who are enrolled at the time of implementation.
2. *Implementation of Wisconsin Work Programs Phase 2 – Updates to W-2* will describe updates to W-2 policy and highlight changes for Financial and Employment Planners (FEPs) as a result of the modernized features moving from CARES Mainframe to WWP in Phase 2.

3. *Implementation of Wisconsin Work Programs Phase 2 – Updates to Transform Milwaukee Jobs and Transitional Jobs* will describe updates to Transitional Jobs (TJ) and Transform Milwaukee Jobs (TMJ) policy and highlight changes for TJ and TMJ workers as a result of the modernized features moving from CARES Mainframe to WWP in Phase 2.

TRAINING

DFES is offering opportunities for CF, TJ, TMJ, and W-2 contractors to engage in activities to help prepare for implementation. Training available through the [PTT Learning Center](#) includes:

1. “Setting the Stage for WWP Phase 2” video series;
2. The hands-on, online class “WWP Processes: Phase 2”; and
3. Updates to other training materials.

Phase 2 online classes will take place April – June 2021. Due to WWP Phase 2 implementation training, W-2 New Worker Training (NWT) will become unavailable at the end of the day on April 16 and resume on May 17. The Learning Center will remain available during this time and agencies can continue to register new workers in the Learning Center and access Non-NWT CBTs, Desk Aids, etc.

During the time NWT is unavailable, we encourage new workers to complete the following courses available in the Learning Center which are required for NWT: Introduction to ADA, Introduction to Civil Rights, Program Security and Confidentiality, and Introduction to DCF. We also recommend the Introduction to Motivational Interviewing and Case Management Strategies: Empathy courses. New workers can also sit in on various appointments, work with W-2 applicants and participants on job search activities and assist with the facilitation of job clubs or soft skill workshops.

ACTION ITEMS

As contractors familiarize themselves with the upcoming changes and take part in trainings, they should consider whether any changes are needed to their agency’s processes as a result of these modernization efforts.

BWF will ask users from contracted agencies to participate in production testing on Saturday, June 26, 2021.

CONTACT

For W-2 and TJ/TMJ Policy Questions: DCF2PolicyQuestions@wisconsin.gov

For Children First and ELEVATE Policy Questions: phyllis.fuller@wisconsin.gov and alicia.breining@wisconsin.gov

For CARES and WWP Functionality Questions: BWF Work Programs Help Desk
BWFworkprogramsHD@wisconsin.gov