

## **POP Changes effective January 1, 2019**

### **1. New changes to existing Incentives**

#### **A. Vocational Training & Educational Attainment**

Three components of the incentive will now require mainframe system entry:

<b>Educational Attainment (EC)</b>	<b>Payment Amount</b>
Attainment of a High School Diploma or Equivalency in any placement except W-2T Activity Codes: GE, HE, RS Completion Code: V	\$400 in the month attained
Attainment of a High School Diploma or Equivalency in a W-2T placement Activity Codes: GE, HE, RS Completion Code: V	\$600 in the month attained
<b>Vocational Training (VT)</b>	
Attainment of certificate, diploma or degree targeted by the assigned Job Skills or Technical College activities Activity Codes: JS, TC Completion Code: V	\$1,000 in the quarter attained

The fourth component, Assignment of TC/JS and in the All Families WPR, DCF will continue to pay based on data from a Webl Report

Assignment of Job Skills or Technical College activities and in our All Families WPR Numerator Activity Codes: JS, TC	\$250 for each month paid on a quarterly basis
--	--

Important notes regarding the three components that will be in the system:

1. If you are the worker who initiates the claim by completing the activity with a V, you cannot also be the worker who agency approves the claim on WPOV.

2. When you successfully initiate a VT claim, one of two informational messages will appear. Both messages will provide the claim number but there may be additional information provided regarding eligibility for a Vocational Training Completion Job Attainment (VJ). This means you have met certain criteria making you potentially eligible for the VJ claim. Make sure you follow up.
3. Deadline for initiating and agency approving a VT or EC claim is March 31, 2020.
4. We are asking you to complete the activity as soon as you have confirmation of the JS/TC/GE/HE/RS activity was completed. This will create a claim, however, you must not agency approve the claim until all supporting documentation is scanned into ECF.

**B. *W-2 Transition (W-2 T) Participant Engagement***

Three activities that met requirements for 2018 will not be included for 2019:

1. Physician's Assessment
2. Career Advancement Services
3. Life Skills

Important note: Requirements updated to clarify that each tier is one per lifetime. If your agency gets a tier 1 in 2018 for a participant, your agency is not eligible for another tier 1 in 2019 for that participant.

**2. *New Changes to Existing POP***

**A. *Partial Job Attainment***

Agencies cannot initiate a PJ claim for 2019.

**B. *Vocational Training Completion Job Attainment (VJ)***

Agencies will be able to initiate a VJ claim using the Primary Employment Begin Date or the Claim Period Begin Date for 2019.

**C. *Long Term Participant Job Attainment***

The LT Pool will increase for 2019 to include the 6 months of time limits in calendar year 2018.

**3. *New Incentive Payments***

**A. *Customer Satisfaction***

DCF will pay a one-time annual payment to the agencies for having a 70% (or 2.1 out of 3) positive satisfaction rating on one customer satisfaction question. DCF will send the incentive eligible question with the customer satisfaction survey DCF already sends to agencies on an annual basis.

DCF will measure the question responses using a Likert scale:

1. Services exceeded my expectations.
  2. Services provided were satisfactory.
  3. Services provided were unsatisfactory.
- B. Excess Claims Bonus**
- There are five performance outcome claims that are eligible for this incentive:
1. Job Attainment;
  2. Job Retention;
  3. Long-Term Participant Job Attainment;
  4. Vocational Training Completion Job Attainment; and
  5. SSI/SSDI Attainment
- DCF will pay all five performance outcome claims the same amount. This differs from years past where each claim type had a varied quantity and price. Instead of stopping payments once the quantity for a particular claim type is reached, the agencies can continue to earn payments for any of the performance outcome claims until you have reached your maximum budget allocation, which is tied to the total quantity of claims you bid upon for all five of the claim types. After reaching your maximum budget allocation, you can continue to earn the claim price plus an additional \$500 for each claim type you earn, up to the maximum allocation for the incentive.
- C. W-2 Child Support Liaison NCP Enrollment**
- DCF will pay the W-2 Contractor a quarterly payment for each NCP the child support liaison refers to a government funded employment program and that referral results in the NCP enrolling for at 30 or more days, into the employment program. The agencies will be responsible for submitting the supporting documentation to the [DCFDFESBWCONTRACTS@wi.gov](mailto:DCFDFESBWCONTRACTS@wi.gov) email box no later than 10 calendar days after the end of the quarter. See the POP doc for more information on submission requirements. My staff will be doing 100% review before issuing payment. There will be no appeal process, so please ensure your documentation meets the requirements and is timely.