

W-2 Contractors' Meeting Summary

December 15, 2016

2017 Contract Changes – Linda Richardson

The BI Guide is nearly updated and ready for distribution.

BadgerNet Converged Network (BCN) – all agencies should be moved to other ISPs by January 1st.

Forthcoming Ops Memos:

Disregard a child's SSI in determining financial eligibility

SSN Ops memo – in review and will be forwarded to BRO and Help Desk for review soon.

Vendor Set-up in STAR – 2 new forms needed

Referrals to Independent Living Programs

Notified agencies of the January 21 DHS Production Date updates which will include – Cross Browser compatibility (able to access CWW in multiple modern browsers, Notice updates (Notice of pending status (new notice), Notice of decision, Notice of adverse action), W-2 No-Show Driver Flow.

Reminded agencies of the End of Year deadline– all agencies should have reported to Leah the CLIA approved Vendor being used for testing.

Reminded agencies that we have a new Website and that it continues to have new content, active links, additional Ops Memos (pre-2012).

Third-party Verification – Danise Doudna

To minimize fraud and abuse of the W-2 program, the Department of Children and Families (DCF) receives Third Party Verification (TPV) of W-2 participants' unearned income/asset(s) annually. After receiving TPVs for a particular year, DCF emails a TPV report to the W-2 agency. The TPV report identifies all cases that received unreported unearned income/asset(s) while also receiving W-2 benefits. The cases potentially may not have been financially eligible for the W-2 program. The W-2 agency is required to investigate each case, determine if the income/asset(s) impacted W-2 eligibility, process any overpayments, create a referral for potential fraud, complete a fraud investigation, document all actions completed into the Wisconsin state systems, and report back to DCF timely.

DCF sent two TPV verification reports for agency's complete. The first report was due on October 14 and the second report was due on November 28. DCF staff review 100% of the matches and have been following up with agencies to ensure the agencies' complete all necessary work by COB December 15, 2016. (Two agencies are outstanding: America Works and UMOS.)

Memos – Becky Yang

TEMP Loosening of Requirements - Ops Memo 16-18

Released policy and programming changes intended to increase enrollments in TEMP

1. Custodial Parent TEMP
 - Lifted 12-consecutive month eligibility requirement
 - Target CSJs and W-2Ts
 - Allows agencies to determine who is most suitable for available subsidized jobs in the geographical area

2. TEMP in Dane County
 - Now can pair CP TEMP with a NCP Stipend
 - When one parent moves out of the county, the resident parent may continue in TEMP or continue receiving stipends
 - Allows more opportunities to pair parents under the pilot and allows resident parent to continue to receive uninterrupted services

3. Noncustodial Parent TEMP
 - No policy changes, but removed the recommendation from policy that potential candidates owe child support areas and have not made a payment in six months

4. Service Delivery Models in Milwaukee
 - Allow Milwaukee North and Milwaukee West Central to offer TEMP under both the sector and matching models
 - Drafting parameters and guidelines for implementation of both models and equal distribution of enrollments across the two models

Planning to conduct second round of monitoring in early 2017 to evaluate any improvements in enrollment numbers as a result of the policy and programming changes

Milwaukee Response Initiative - Ops Memo 16-19

Announced new funding for the Transform Milwaukee Jobs program:

- Funding is a rapid response targeted to youth and adults in the Sherman park neighborhood and to work sites operated by the City of Milwaukee
- Initiative is a one-time funding that ends June 2017
- Encourage Milwaukee W-2 agencies to inform applicants that live in the Sherman Park area about Transform Milwaukee Jobs

Discrepancies and FEP Transitions – Amber Hardin

1. Until WEBI reports are available from the new Discrepancies warehouse, which we will discuss in the systems subcommittee meeting, you'll need to use the Work Item Search to determine accurate discrepancy counts, rather than relying only on the Dashboard. This is because the Dashboard only shows unresolved discrepancies for **active** FEPs. Discrepancies that remain assigned to **inactive** FEP's will not display, and this is causing agencies to have outstanding discrepancies. This occurs when a FEP leaves and his/her caseload is not properly reassigned by the agency.
 - a. We are working to update the CWW logic so the Dashboard counts and Work Item Search counts match; expected implementation is April, 2017.
2. All discrepancies should be resolved before a FEP leaves the agency/becomes inactive.
 - When FEPs leave, or for any reason become inactive, all cases with discrepancies – whether they are open or closed- must be assigned to an active FEP and discrepancies resolved.
3. Contributing to overdue counts:
 - a. "Withdraw Requested". We will not withdraw or remove discrepancies; all must be resolved and these will simply continue to accumulate days overdue. If you believe a discrepancy was created in error, please contact the W-2 Help Desk.
 - b. "Potential Fraud" is not a resolution status; it is a pending status while the agency investigates further. Once a fraud referral is completed, and a determination is made on whether eligibility was or wasn't impacted, the status needs to be updated to a resolved status appropriately to ensure timeliness of completion.
 - c. All discrepancies on a case should be resolved before transferring a case.
4. Email from November 4:

Action Required by Friday, November 11, 2016:

- Reassign all discrepancies/caseloads currently assigned to an inactive FEP to an active FEP;
- Resolved all overdue discrepancies; and
- Update current SOP's on caseload reassignment for inactive FEP's, including the requirement that all discrepancies are reassigned immediately regardless of the case status.
 - ACTION ITEM: Regional staff will follow up with agencies.

Discrepancy Counts as of 12/15/16

		Dashboard			Work Item Search			Difference
		Unresolved	Overdue	% Overdue	Unresolved	Overdue	% Overdue	
12/15/2016	Ross	16	0	0%	16	0	0%	0
	AWWI	48	5	10%	48	5	10%	0
	UMOS	32	19	59%	42	28	67%	10
	Maximus	35	20	57%	36	21	58%	1
	ResCare	4	0	0%	4	0	0%	0
	FSC	43	3	7%	43	3	7%	0
	WCI	0	0	0%	0	0	0%	0
	WRI	5	3	60%	5	3	60%	0
	Total	183	50	27%	194	60	31%	11

Linda reminded agencies that they not only needed to work on being timely, but that they also needed to ensure that when their staff stated something was complete and the actions had been taken, that they had really completed the work. All too often we go in and check work on a case or discrepancy etc. and it is not complete. This results in a lot of back and forth and extra work for our staff and agencies. This applied to a number of different tasks, and many of them were reports due to third parties.

PARIS Q3 – MayChee Yang

Agencies received their PARIS Q3 report on 12/9/16. A reminder to agencies to please complete and submit the PARIS Q3 report by 12/27/16.

Also, we recently received a number of additional PARIS matches from other states. Due to these additional matches, agencies will receive a second round of their PARIS Q3 report on 12/19/16; the report is due back to the State on 1/6/17. Typically there is not a second round of PARIS in a given quarter, however, since all states are required to submit and work PARIS matches by the end of the year, we are receiving the matches sporadically in batches this month.

Starting in 2017, agencies will complete fraud referrals in BRITS for all W-2 cases identified in the PARIS report. This will begin with the PARIS Q4 report, which agencies will receive around mid-to-late February 2017.

BRITS – Danise Doudna

- Benefit Recovery Investigation Tracking System (BRITS) went live on November 14.
- The BRITS IT team and PACU is asking for any feedback from end users on the BRITS Training Videos. Please send those into Danise.
- Reminders:
 - All potential fraud needs to be tracked in BRITS.
 - When an agency identifies an Agency Error BRITS referral, agencies will need to also email Child Care to review the case for Child Care authorization and usage on the case at DCFMBCCfraud@wisconsin.gov
 - If you run into an issue with BRITS- please report that to the W-2 CARES Helpdesk.
 - Agency staff also need to complete the BRITS Training Videos in PTS if they are doing fraud work.
- The BRITS IT team is beginning discussion on Phase II of BRITS which is Claims Creation. America Works, FSC, ResCare, Ross, and UMOS are participating. If other agencies would like to participate, please email Danise. Meeting invites will be sent out from the BRITS IT team- Kefah Momanyi. (This group will also be used for possible enhancement feedback for Phase I.
- Resources for BRITS:
 - [Operations Memo 16-J7](#)
 - [BRITS Desk Aid: Wisconsin Works \(W-20 Benefit Recovery Investigation Tracking System \(BRITS\) Requirements for Fraud and/ or Claims Activities](#)
 - [BRITS Desk Aid: Benefit Recovery Investigation Tracking System \(BRITS\) and CARES Worker Web \(CWW\) Integration- Desk Aid](#)
 - [BRITS Desk Aid: Processing Agency Error Overpayments in BRITS- Desk Aid](#)
 - PTS BRITS Courses:

Independent Living Programs – Brooke Hobbs

Postponed until February. Brooke was out for a family funeral.

Vocational Training and Educational Attainment – Jason Bergh

1. Vocational Training and Educational Attainment Incentive

It will be important that the agencies scan in the certificate, diploma, or degree into ECF under the POPD code as quickly as possible after the JS, TC, GE, HE, or RS activities are marked in CARES as the completion code of A. The adjudicators will be checking to ensure the documentation is there to support the payment.

2. Removal of the concept of Date of Change

DCF will be eliminating the concept of date of change as of January 1. You will still be able to enter date of change for programmatic purposes but it will not affect POP claims.

Keep in mind that for primary employment begin dates in 2016, you can use the new field Claim Period Begin Date as of January 1, which will mean that 2017 claim requirements will apply. To use the Claim Period Begin Date, agencies would enter the date they wish to use in the Claim Period Begin Date field on WPOP. The process for processing claims using the Primary Employment Begin Date will remain the same as it has been for previous contract years.

1. **New POP Incentive**

A. *Vocational Training & Educational Attainment*

DCF will pay a one-time monthly payment for the educational attainment of a High School Diploma or equivalency and a quarterly payment for all participants' assigned vocational training and in the WPR numerator. DCF will pay an additional quarterly payment for the completion of vocational training.

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

2. New Changes to Existing POP

A. *Partial Job Attainment*

There will no longer be an hourly requirement for the Partial Job Attainment. The wage requirement of \$470 to \$869.99 for a Partial Job Attainment will be the benchmark required. This change will make the requirements for a claim similar to the Job Attainment, Job Retention, and Long-Term Participant Job Attainment. DCF will include the 2/3 prorated CSJ in addition to the 1/2 and 1/3 prorated CSJ that was allowed for 2016.

B. *WPR Numerator*

DCF will continue a payment for WPR participants in the numerator with an additional payment for any W-2T participants that are in the numerator. DCF will

also pay a POP for two parent households that also count in the two-parent rate numerator.

3. New Process Changes

A. Employment Sequence Entries for CMC Placements that return to work

DCF will allow the W-2 Agency to do a new employment sequence for CMC placements that return to work within a 7-calendar day window after the CMC placement ends.

B. Employment Sequence Entries for Temporary Employment

DCF will allow the W-2 Agency to enter a new employment sequence for temporary employment that has a 90-calendar day or greater gap between active assignments.

C. Claim Initiation Requirements

For one and two parent households, the individual will no longer need to be open in a W-2 placement on the claim initiation date and if there was a placement one day prior to the Primary Employment Begin Date, the placement does not need to be part of the same episode.

D. Date of Change

The W-2 agency will not need to provide proof of an increase in hours or wages. The W-2 Agency can choose any rolling 31-day period within 180 days after the Primary Employment Begin Date that meets the claim requirements to initiate a claim.

Linda recommended that agencies review the policy regarding job skills training and vocational education. We will be monitoring these areas separate from the adjudication. FSC then asked a question related to Job Skills trainings that agencies develop and what they would need to have in place. After much discussion we stated that DCF would get back to agencies with a clarification on documentation needed.

48 Months – Jenifer Cole and Leah Watson

Jenifer informed the contractors that the workgroup is currently in the process of analyzing the caseload to help determine the types of intensive support services that participants may need. And, that we will be connecting with the agencies in the New Year for their help in determine the types of intensive support services that are needed for participants impacted by the 48-month time limit changes.

Leah will be utilizing the agencies shortly for input on areas of policy relating to extensions and hardship reasons in need of additional detail and clarification.