
From: DCF BWF Work Programs Help Desk <BWFWorkProgramsHD@wisconsin.gov>

Sent: Wednesday, May 5, 2021 4:24 PM

To: DCF DL DFES BWF W-2 Agency CARES Coordinators <DCFDLW-2AgencyCARESCoordinators@wisconsin.gov>

Subject: Processing Joint TANF and IM Applications from ACCESS

Good Afternoon.

Some issues have come up over the last several months in the processing of ACCESS applications that include both IM and TANF programs. Most often it is around the W-2 program request being switched to 'No' prior to the W-2 agency meeting with the TANF applicant. There are a few reasons why this occurs. Some are valid and some are worker processing errors. The attachment to this message includes information on what the identified issues are and the correct way to process joint applications.

If you have further questions, please contact Jane Kahl at Jane.Kahl@wisconsin.gov.

Best regards,
HelpDesk

Processing Issues with TANF and IM Joint Applications through ACCESS

Issue	Solution	Notes
<p>Applicant applies for both TANF and IM programs in the AAP module. When the IM worker processed the new application, they selected "CARES Information" from the conflict panel instead of "Client Reported Information" which then invalidates the request for W-2 and keeps the request to No.</p>	<p>Whenever you are processing an application that includes both TANF and IM programs you must select "Client Reported Information" on the conflict panel when you are going through the program request pages.</p>	<p>This is the most common issue that occurs.</p>
<p>When an application is submitted through ACCESS for both HealthCare and a TANF program and the health care request goes through the ACP process where the county of administration is different from the county of residence, the IM worker has to switch the W-2 request from Yes to No in order to continue processing.</p>	<p>This is a valid reason for a worker to switch the program request for W-2 to No. However, the IM worker should notify the FEP worker and make case comments in CWW to ensure that the request for TANF is not lost.</p>	<p>This only happens in the counties outside of Milwaukee.</p>
<p>When an application for both TANF and IM programs is received through ACCESS and if the applicant decides after talking with the IM or W-2 agency that they no longer wish to continue with the application. The agency worker then withdrew the RFA which withdrew all program applications from the ACCESS combined application.</p>	<p>When a TANF and IM combined application is submitted through ACCESS and the applicant decides to not continue with the application for one of the programs. The agency worker must indicate No for that program on the program request page and not withdraw the RFA. The RFA must remain open to allow the other programs to continue determining eligibility.</p>	
<p>Applicant applies for both TANF and IM programs and is currently pregnant but has no other dependent children. W-2 applications for pregnant women require the additional step in CWW to indicate the target type. If the IM worker processes the application first and runs eligibility it will confirm a failure for W-2 if the target type had not yet been selected.</p>	<p>The system is working correctly. We allow the CWW system to confirm any program failure without worker intervention. A best practice would be to check the submitted application prior to the scheduled appointment, and if pregnancy is reported with no additional children, the worker should select pregnant woman target type on the W-2 Request page and then complete the rest of the eligibility determination when the W-2 worker meets with the applicant.</p>	<p>This is not a common issue.</p>