

Upcoming CWW and ACCESS System Changes for June 22:

GenAI Caseworker Policy Assistant – The policy engine is the main component that assists caseworkers in answering scenario-based policy questions by consuming existing and approved policy manuals as inputs and providing natural language answers with citations from policy manuals. The policy assistant will be integrated with CWW as an information decision support tool. It will consist of:

- Creating an interface with a text box for caseworkers and staff to type their questions and receive the answers in the same window.
- Integrate the policy assistant into the CWW navigation panel.
- Collection of user feedback for pilot users.

The initial pilot was scheduled to begin 6/1/2024 – but has been moved to 6/22/2024. BWF has pilot testers from Forward Services, Maximus and America Works. The statewide rollout is expected in fall of 2024.

Impact:

The GenAI Caseworker Policy Assistant will allow workers of the pilot to search for policy-based questions while working in CWW. Workers will also be able to indicate if the answer is correct or incorrect to help the tool become more accurate.

The screenshot displays the CARES Worker Web Home interface. On the left is a navigation menu with options like 'Search', 'Inbox Search', 'Unfiled Documents', and 'RFAs/Cases'. The main content area shows a table of 'Recent Cases/RFAs/ACCESS Applications/Change Reports/PINs' and a 'My Dashboard' section with various metrics. A 'Caseworker Policy Assistant' chat window is overlaid on the right. It features a 'Chat History' section with questions like 'Who is appropriate for a W-2 T placement?' and 'w-2 fpl for family of 3'. The main chat area shows a question: 'Who is appropriate for a W-2 T placement?' and a detailed answer from the 'Caseworker Policy Assistant' that includes reasoning and references to the 'Wisconsin Works Manual, Page 311'. A text input field at the bottom is labeled 'Enter question here...'. Green callout boxes highlight the question input area and the assistant's answer.

New Caseworker Policy Assistant

The question that was asked

Caseworker Policy Assistant Answer, which includes references that were used.

Safe at Home Changes – On June 22, 2024, a checkbox will be added in CWW to record if individuals are participating in the Safe at Home Program. A new field will allow workers to enter the member’s Safe at Home PIN, or identification number.

How it works:

Workers must use these checkboxes to indicate that individuals are participating in the Safe at Home Program when creating a Request for Assistance (RFA), or on the General Case information page, and collect the individual’s Safe at Home identification number. This number is displayed on the individual’s Safe at Home Participant Authorization Card in their address or behind their name. This number is to be entered in the “Safe at Home PIN” field.

Participants will have the choice to use their Safe at Home address. If they choose not to use that address, workers may use the participant’s preferred address or use the address of the participant’s Income Maintenance (IM) agency or W-2 agency.

Workers will be able to view the Safe at Home Program participation status of an individual or a case with a **Yes** or a **No** on the following pages.

- Case Summary: displays the individual’s participation in the “Case in Protective Placement” section. If **Yes**, the Safe at Home Program PIN also displays if available.
- RFA Summary: displays the individual’s Safe at Home participation in the "Contact Information" section. If **Yes**, the Safe at Home Program PIN also displays if available.
- Inbox Listing – View RFAs/Applications/Cases: displays Safe at Home participation in the “Special Attention” section if **Yes** is clicked on the Inbox Search Criteria page.

New filter and search criteria have been added to allow workers to search for Safe at Home Program cases on the following pages.

- Inbox Search Criteria – RFAs/Applications/Cases: In the “Additional Search Criteria” section, workers may click on the “Safe at Home Program” checkbox to search for participating RFAs, applications, and cases.
- Caseload Management: In the “Additional Search Criteria” section, workers will be able to click **Yes** and **No** in the “Safe at Home Program” section to search for cases that match the required criteria.

Impact:

The Safe at Home Checkbox will allow workers to indicate an individual’s Safe at Home Program status.

Workers will also be able to view, search for, and filter cases participating in the Safe at Home Program.

The screenshot displays two panels from the CWW system. The left panel, titled 'Summary Information', shows details for a case involving ALEXIA KALE. A red box highlights the 'Safe at Home Program' status, which is currently set to 'No'. The right panel, titled 'Case Information', shows the 'Household Address' section with a red box around the 'Safe at Home Program' checkbox and the 'Safe at Home Program PIN' field. Below this, there are fields for County of Residence, Address, and City/State/Zip.

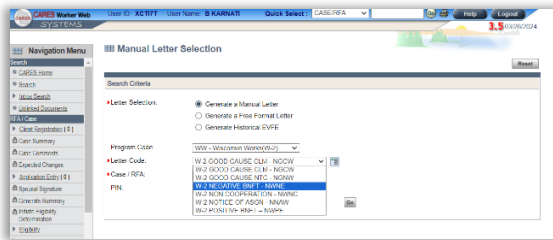
Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
7151361173	40	Walk-in	INDIVIDUALS PROCESSED	10/18/2022			

Manual Letters in CWW - The manual negative and positive notices are currently in the CARES mainframe system. This project is moving those notices to CWW and will be available under the Manual Letter Selection page in CWW.

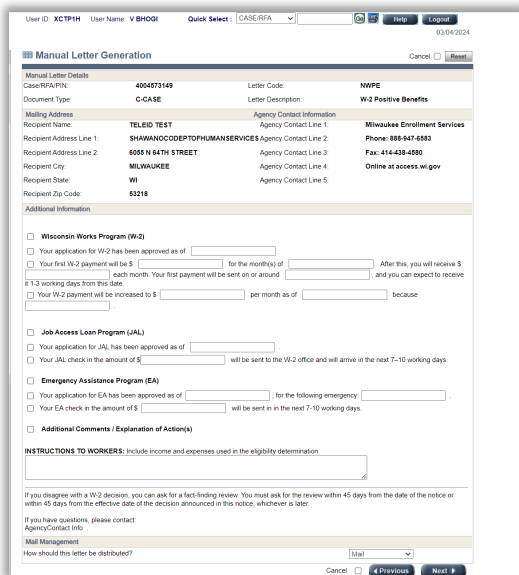
Impact:

The Manual Letters will allow workers to send positive and negative notices through CWW, in the event the worker would need a letter not autogenerated from CWW.

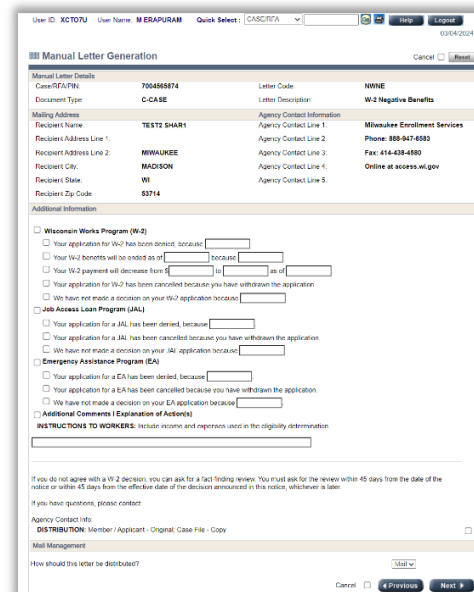
Workers will also be able to view, search for, and print letters using the search functionality in Client Correspondence.



Proposed New W-2 Positive Benefit Letter



Proposed W-2 Negative Benefit Letter



Updates to CWW Representative Pages – There is currently no place to indicate if someone has a conservator appointed for the primary person in CWW, which is legally different than a Legal Guardian. The representative types of POA and Guardian are also currently listed as one representative type. When that option is selected, all mail goes only to the POA/Guardian and not to the member. There are significant role differences between being a POA and a court appointed Guardian. When a member has a POA, they can still act on their own behalf to sign an application/renewal or appoint an Authorized Representative. When a member has a Guardian, they can no longer act on their own behalf to sign an application, complete an interview, appoint an Auth Rep, etc.

There will be changes to both ACCESS and CWW to support the changes needed to separate out the Legal Guardians and POA's as well as to add the ability to collect information for a Conservator.

Impact:

The updated CWW Representative page will allow workers to correctly indicate the type of representative that is associated with their case.

Notices will also be updated and addressed correctly.

The changes to CWW will be:

The ACCESS changes will be:

SFMC Documentation for W-2 – New functionality will be added in CWW that will track and record all SFMC campaign messages that are sent to participants. There will be new case comments added to identify when a text or email was sent to the participant. There will also be a new link on the Navigation bar that you can click on and see the exact message sent, you are able to search by type of message, dates and identify if the email was opened or unread.

Impact:

The Salesforce Marketing documentation will system record all text and email reminders that are auto sent to participants and applicants.

This will allow workers to view all email and text reminder messages sent to participants. Workers will see if the messages were successfully sent, search for types of messages, and filter types that have been sent.

The changes to CWW will be:

Case Comments [Cancel] [Reset]

Add/Edit Comments

Date Entered: 06/05/2024 Entered By: XCTV59 Comment Type: G - General Flag as Important?

Comment:

Current Size = 0 characters (1000 characters max.) [Add]

Search Comments

Search text:

Comment Type:

Date Range: From MM DD YYYY To MM DD YYYY [Search]

Hide System Generated:

Review Comments (Past 180 Days)

Flag	Date Entered	Entered Time	Entered By	Type	Comments
<input type="checkbox"/>	05/30/2024	1:13 PM	CARES	Text/Email	A text message reminding the member to provide verification document was successfully sent to the Primary Person (608-358-6029) on 12/30/2023.
<input type="checkbox"/>	05/30/2024	1:13 PM	CARES	Text/Email	An email reminding the member to provide verification document was successfully sent to the Primary Person (jane.kahl@gmail.com) on 12/30/2023.
<input type="checkbox"/>	05/30/2024	1:13 PM	CARES	Text/Email	A text message to confirm member's upcoming appointment was successfully sent to the participant (608-358-6029) on 12/10/2023.
<input type="checkbox"/>	05/30/2024	1:13 PM	CARES	Text/Email	First text message to remind member's upcoming appointment was successfully sent to the participant (608-358-6029) on 12/13/2023.
<input type="checkbox"/>	05/30/2024	1:13 PM	CARES	Text/Email	Follow-up text message to remind member's upcoming appointment was successfully sent to the participant (608-358-6029) on 12/15/2023.
<input type="checkbox"/>	05/30/2024	1:14 PM	CARES	Text/Email	An email to confirm member's upcoming appointment was successfully sent to the participant (jane.kahl@gmail.com) on 12/10/2023.
<input type="checkbox"/>	05/30/2024	1:14 PM	CARES	Text/Email	First email to remind member's upcoming appointment was successfully sent to the participant (jane.kahl@gmail.com) on 12/13/2023.
<input type="checkbox"/>	05/30/2024	1:14 PM	CARES	Text/Email	Follow-up email to remind member's upcoming appointment was successfully sent to the participant (jane.kahl@gmail.com) on 12/15/2023.

Navigation Menu

- Review Dates
- Health Care Continuous Eligibility Tracking
- W-2 Post Eligibility
- Deductible Period and Bill Tracking Information
- Post Confirmation
- Query
- FS Benefit Issuance
- W-2 Payment Issuance
- Worker Tools
 - FSET Tool
 - MQA 2nd Party
 - Client Scheduling
 - Worker Tasks
 - Case Management
 - Client Correspondence
 - Electronic Text/Email Search
 - Text/Email History Search
 - Email Summary
 - Data Exchange
 - Reference Tools
 - System Tools
 - Agency Administration
 - Administrative Structure Management Search
 - Check My Benefits Worker View

Text/Email History Search [Reset]

Search Criteria

Search By: Case / RFA CARES PIN [7151420374]

E-Correspondence Type: Text Email

Sent Date: Last 60 Days Before and

Email Open Status: Opened Unopened

User ID: XCTV59 User Name: J KAHL Quick Select: CASERFA [Help] [Logout] 3.5/05/2024

Text/Email Search Results

Search Criteria

Case / RFA: 7151420374 Sent Date: Before 03/01/2024

E-Correspondence Type: Text, Email Email Open Status: Opened, Unopened

Text/Email Listing

Sent Date	Sent Time	Sent To	E-Corr Type	Campaign Name	Delivery Status	Email Open Status	View
12/30/2023	10:44 AM	608-358-6029	Text	Verification Nudge	Delivered	N/A	
12/30/2023	10:22 AM	jane.kahl@gmail.com	Email	Verification Nudge	Delivered	Unopened	
12/15/2023	07:18 AM	jane.kahl@gmail.com	Email	Appointment Nudge - Day-Before Reminder	Delivered	Unopened	
12/15/2023	05:18 AM	608-358-6029	Text	Appointment Nudge - Day-Before Reminder	Delivered	N/A	
12/13/2023	09:18 AM	608-358-6029	Text	Appointment Nudge - First Reminder	Delivered	N/A	
12/13/2023	07:18 AM	jane.kahl@gmail.com	Email	Appointment Nudge - First Reminder	Delivered	Opened	
12/10/2023	07:18 AM	jane.kahl@gmail.com	Email	Appointment Nudge - Confirmation	Delivered	Opened	
12/10/2023	06:18 AM	608-358-6029	Text	Appointment Nudge - Confirmation	Delivered	N/A	

[Previous]

Content View

Text Content

DCF W-2: Your appointment is tomorrow with <Name> on <MM/DD/YYYY> at <HH:MM>. You will receive a call within 15 minutes of your appointment time. Go to your ACCESS account for more details: access.wisconsin.gov. Contact your worker at <Phone> with questions or to reschedule.

Email Correspondence Summary Search [Reset]

Search Criteria

Search By: Case / RFA [7151420374] CARES PIN

Historical Summary Search: Before [03] [2024] Between [] and [] [Go]

Email Correspondence Summary Results

Search Criteria

Case / RFA: 7151420374 Historical Summary Search: Before 03/2024

Email Summary

Month	Year	Email Summary
December	2023	2 out of the 4 emails opened

[Previous]

Emergency Assistance Applications in ACCESS Enhancement - EA retry logic between ACCESS and WWP will be added. If an ACCESS application fails to reach the WWP EA inbox, new retry logic will kick-in, making several more attempts to transmit the EA application to WWP. This should significantly decrease the ACCESS to WWP EA failure rates.

Update to W-2 Notices - Remaining W-2 only notices that are generated in Hmong will no longer be generated in Hmong. The translation box will display in Hmong at the top of the notices.

Notice of Decision Enhancement - CWW will be enhanced to generate the Notice of Assignment form (DCF-F-DWSP2477) and Child Support Cooperation and Good Cause publication (DCF-P-5600) when the following occur:

Child Support Cooperation and Good Cause publication

- W-2 is requested (The publication will not be generated for applicants who apply in ACCESS. ACCESS applicants check a box indicate their understanding.)
- W-2 eligibility is reviewed
- A child with an absent parent is added to the W-2 assistance group
- A second parent leaves the W-2 assistance group

Notice of Assignment form

- W-2 is added to an existing case
- W-2 is requested