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**TO:** Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators

**FROM:** Janice Peters, Director  
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Division of Family Supports

<b>DFS OPERATIONS MEMO</b>					
<b>No:</b> 08-13					
<b>DATE:</b> 03/18/2008					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input type="checkbox"/>
<b>W-2</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/>
					<b>EP</b>
<b>PRIORITY: HIGH</b>					

**SUBJECT: AUXILIARY APPROVAL PROCESS UPDATES W-2 CLOCK TICKS**

**CROSS REFERENCE:** Operations Memo 06-51

**EFFECTIVE DATE:** March 22, 2008

**PURPOSE**

This memo informs W-2 agencies of new CARES functionality that will automatically update W-2 clocks information on AIWC. This new process will update the Federal Indicator to 'Y' and increment the Federal Used number by one when an auxiliary is issued for a month where the original payment was sanctioned down to \$0 and the 24 month clock was ticked. CARES will also create new OTF ticks and update the Federal Indicator, and increment the Federal Used and 60 Month Used numbers when an auxiliary payment is issued for that month.

**BACKGROUND**

Currently, some W-2 assistance groups (AGs) have their monthly W-2 payment reduced to \$0 because of hourly sanctions for non-cooperation or drug felony sanctions. The employment position clocks (W-2 T and all CSJ types) do tick the state 60 Month and 24 Month clocks when the payment is reduced to \$0. However, the Federal clock is not ticked for the eligible adult members of the group because no cash payment was paid for that month. There is currently no way a worker can update the Federal Indicator to 'Y' when an auxiliary payment is made for these cases.

There are also times when a placement must be backdated into a prior month, and no tick of any type was created for that month. Workers must manually add OTF ticks when back-dating a placement into a prior month. Operations Memo 06-51 instructs W-2 agencies to manually enter OTF ticks for these cases.

Review of clock ticks is a necessary step that must be taken whenever an auxiliary payment is issued. However, manual processes can be error prone and, on occasion, a FEP may simply forget to check the clock ticks when issuing an auxiliary. As a result, the clock does not get updated in CARES and the number of TANF months used may end up being incorrect. This new auxiliary payment process has been developed to automate some of the manual work involved with updating a participant's clock when auxiliary payments are issued.

### ***NEW CARES FUNCTIONALITY***

The first part of this section describes the new CARES process that automatically updates the Federal Indicator and increments the Federal Used number on the CWW W-2 Clocks Information Page/CARES screen AIWC when an auxiliary payment is approved. This process will happen when a clock tick already exists for the month for which the auxiliary is issued.

The second part of this section describes when an OTF (Other TANF) tick will be created for the month for which the auxiliary is issued. This process will happen when no clock tick has yet been created for the month for which the auxiliary is issued.

#### ***Update Existing Clocks for the Auxiliary Issuance Month***

When an auxiliary payment is approved on CARES screen BIWA, CARES will first check to see if there already is any type of tick for the month for which the auxiliary is being issued. If a tick has already occurred it will check the Federal Indicator. If the Federal Indicator is 'N' for the month of issuance it will be changed to 'Y' and the Federal Used number will be incremented by one. This will happen at the time the auxiliary request is approved on screen BIWA.

The Federal Indicator will be flipped to 'Y' and the Federal Used number will be incremented by one when all of the following circumstances exist:

- An auxiliary payment is requested on CARES screen BICS – AFDC/W2 Auxiliary Request,
- The parent's 24 month clock has already been ticked for the month,
- The W-2 group had the monthly payment reduced to \$0 due to hourly sanctions or a drug felony sanction,
- The parent's Federal Indicator on the CWW W-2 Clocks Information Page/CARES screen AIWC is 'N',
- The adult member in the placement is not a qualified alien (see more about qualified aliens below), and
- The auxiliary request is approved on screen BIWA – W-2 Auxiliary Request Approval.

In two parent cases, both of the parent's Federal Indicators will be flipped to 'Y' and the Federal Used number will be incremented by one for each parent.

### **Qualified Aliens**

A parent is considered a qualified alien for W-2 when the parent's Alien Registration Status on the Alien/Refugee Information page in CWW matches one of the codes from the chart below. Qualified aliens are not paid with federal funds so are exempt from the federal 60 month time limit. As a result, qualified aliens will not have their Federal Indicator flipped to 'Y' or have their Federal Used number incremented when an auxiliary is issued. In a two parent case where both parents are qualified aliens, the Fed Used number and Fed Indicator will not be updated when an auxiliary is approved.

In a two parent case where one parent is a qualified alien and the other is a U.S. citizen, the ticks will be made a little differently. If the qualified alien was in the placement, neither parent's Federal Used number nor the Federal Indicator will update. If the U.S citizen was the parent in the placement, the U.S. citizen's Federal Used number and Federal Indicator will update and the qualified alien parent's information will not.

This chart lists all of the CARES Alien Registration Status codes that are used to identify an individual as a qualified alien.

ALIEN REGISTRATION STATUS CODES	
Code	Description
01	LAWFULLY ADMITTED FOR PERM RESIDENCE
03	LAWFULLY PRESENT UNDER SECTION 203(A)7
04	LAWFULLY PRESENT UNDER SECTION 207(C)
05	LAWFULLY PRESENT UNDER SECTION 208
06	LAWFULLY PRESENT UNDER SECTION 212(D)(5)
11	CUBAN/HAITIAN ENTRANT (SECTION 245A
15	AG WITHHELD DEPORTATION-SECTION 243
16	BATTERED ALIEN
17	AMERASIANS
18	FOREIGN BORN AMERICAN INDIANS

### **Auxiliary Approval Creates OTF Tick for the Issuance Month**

There are times when a payment must be issued for a past period when the participant was not in a paid placement. No clock tick of any type can be created by CARES for the prior month. When auxiliaries are issued in this circumstance, the worker is currently required to manually enter an OTF tick for the parent(s). This has been an error prone process and ticks do not always get updated as needed.

CARES will now create an OTF tick, increment the 60 Month Used number by one, increment the Federal Used number by one and flip the Federal Indicator to 'Y' (if not a qualified alien). This will happen only when no tick of any type has previously been created for the month for which an auxiliary payment is approved. The same updates occur whether an OTF tick is manually added by a worker, or if it's automatically updated by CARES when an auxiliary is approved.

If multiple months of benefits are issued on one auxiliary payment, CARES will add the OTF ticks and update all of the 60 Month Used and Fed Used numbers and the Federal indicators for each month, as appropriate.

OTF ticks will occur when the following circumstances exist:

- An auxiliary is requested on screen BICS,
- No clock has been ticked for the month the auxiliary is being requested,
- The adult member in the paid placement is not a qualified alien,
- There are ticks remaining on the 60 month clock, and
- The auxiliary request is approved on BIWA.

When CARES creates the OTF tick, the OVR RSN code will be set to 'AUX' and the following comment will be added – 'OTF TICK CREATED BY BIWA FOR THE AUX PAYMENT ISSUED.' This can be seen in the screen print below.

The OVR RSN code 'AUX' is a new code and can not be entered by a worker, it is system generated only.

```

AIWC                WISCONSIN WORKS(W2) CLOCKS                02/18/08 12:46
CASE: 8700314081                WORKER: XCT546                XCT546 M WORKER
LAST UPDATED: 02 11 08                CASE STATUS: CLOSED                CASE MODE: ONGOING

PIN: 8100646864 NAME: JANE                SMITH
      MX UD RM                UD                MX UD RM                MX UD RM                MX UD RM
60MO: 60 25 35 JOBS: 0 TJB: 24 0 24 CSJ: 24 24 0 W2T: 24 0 24
FED USED: 25 MO. OPC: 0 CMC: 0 OTF: 1

ELIG CLOCK FED OVR AGY AGY DEC STATE EXT EXT BEG EXT END USER ID UPDATED
MTH TYPE IND RSN DEC DT DEC DEL MTH MTH DT
0903 OTF_ Y AUX                XCT546 02 11 08
OTF TICK CREATED BY BIWA FOR THE AUX PAYMENT ISSUED_____

PFKEYS: 13=AIWO, 14=AIWE, 18/ENTER=NEXT INDIVIDUAL                PAGE 7 OF 7
NEXT TRAN: _____ PARS: 8700314081_____ MORE...
    
```

If an auxiliary request for the current month is approved prior to the end of the current month, an OTF tick will be created. If later in the same month the participant is placed in a paid placement, the OTF tick will be over-written with the appropriate CSJ or W-2 T tick on the last business day of the month when the monthly clocks batch cycle runs.

**NOT ALL AUXILIARY APPROVALS WILL TICK CLOCKS**

There are several exceptions to automatically updating clocks for Qualified Aliens, Other Parent Clocks and auxiliaries issued for months prior to when the participant in the case was ever known to CARES.

There are three instances when CARES will not create a new OTF tick:

- If a participant has no remaining months (RM is 0) on the 60 month clock, CARES will create an informational message at the time the auxiliary payment is approved on BIWA. The message is: CAU - CHECK AIWC - ADD OTF CLOCK FOR ISSUANCE MONTH, IF NEEDED. When this message is received, the agency must manually create an OTF tick for the month auxiliary was issued.

- In a two parent case only the parent in the paid placement will have an OTF tick added to their clock. The Other Parent Clock (OPC) will not be updated when an auxiliary is issued. The agency must manually add an OTF tick for the other parent for the month covered by the auxiliary.
- When an auxiliary is requested for a time period prior to when the participant was first known to CARES (in any program of assistance).

EXAMPLE: Nancy applied for W-2 for the very first time and was determined eligible on March 1, 2008. She was placed in a CSJ on March 1, 2008. Nancy claimed she requested W-2 on February 25, 2008 and that the agency didn't process her request for assistance correctly, so she filed a Fact Finding request. The Fact Finding determined that eligibility for February should have been established, and that Nancy was owed a back payment for the 6 day period from February 24<sup>th</sup> through February 29<sup>th</sup>. The agency issued an auxiliary payment for February of \$139.

When the auxiliary was approved, AIWC was not updated with an OTF tick because W-2 eligibility was not initially established until March. In this case the worker must manually add an OTF tick for February.

### ***Determining Which Month Will Tick When Requesting an Auxiliary***

It is very important to understand what date to enter to the BICS – W-2 Auxiliary Request screen when requesting an auxiliary payment. The OTF tick, Federal Indicator and Fed Used and 60 Month Used numbers are updated on the W-2 Clocks Information Page/AIWC screen based upon which participation period end-dates are entered on BICS when the auxiliary is requested.

THE RULE: The month in which the participation period end-date falls is the benefit month. The OTF tick is added for the benefit month.

The BICS screen requires an entry for the participation period end-date. This will determine which benefit month the auxiliary is issued for, and which month the OTF tick, the Federal Indicator, and Fed Used and 60 Month Used numbers will be updated. CARES automatically calculates the benefit month based on the end-date entered on BICS.

In the screen print below, the Participation Period End-Date that is entered is 02-15-2008. This means that February 2008 will get the OTF tick and the auxiliary payment will be listed as a February 2008 payment.

BICS		W-2 AUXILIARY REQUEST			03/05/08 13:52			
					XCT546 M WELCH			
COUNTY:	40	OFFICE:	5605	CASE:	8700314081	CAT:	WW C	
PAYEE :	JANE SMITH			WORKER:	XCT546			
REGULAR BENEFIT AMOUNT:	673.00		CLAIM INDICATOR:	Y				
AUX RSN	AUXILIARY REQ AMT	PART. END DATE (MM DD CCYY)	PRD	CHECK NUMBER	CHECK DATE (MM DD CCYY)	BENEFIT NUMBER	BENEFIT DATE	OFFSET IND
907	82	02 15 2008						
---	---	---	---	---	---	---	---	---
---	---	---	---	---	---	---	---	---
---	---	---	---	---	---	---	---	---
---	---	---	---	---	---	---	---	---
---	---	---	---	---	---	---	---	---
TOTAL:		0						
ADDRESS:	852 ELM ST							
CITY:	MILWAUKEE	STATE:	WI	ZIP:	532010000			
NEXT TRAN:	---	PARMS:	8700314081/WW C/01					

EXAMPLE: Jane had her February payment reduced to \$0 due to hourly sanctions. The February payment normally comes on or about March 1<sup>st</sup>. On March 5<sup>h</sup>, her FEP verified that Jane had missed 16 hours of participation with good cause and that an auxiliary needs to be issued for those hours. The FEP enters the following information on BICS:

CARES will automatically determine the correct month to tick the appropriate clock based upon the participation end-date entered on BICS. In this example the February 2008 OTF tick will be added to AIWC when this auxiliary request is approved. Also, screen IQAD will show that this auxiliary is for February 2008.

**Cancelled Auxiliary Payments**

An approved auxiliary payment can be cancelled on CARES screen BICC- CANCEL AFDC/ W-2 AUXILIARY REQUEST on the same day the request is approved.

AIWC	WISCONSIN WORKS(W2) CLOCKS										02/28/08 08:37						
CASE: 2700228529	WORKER: XCT545										XCT546 M WELCH						
LAST UPDATED: 02 28 08	CASE STATUS: CLOSED										CASE MODE: ONGOING						
PIN: 2100477617 NAME: JANE				SMITH													
	MX	UD	RM	UD	MX	UD	RM	MX	UD	RM	MX	UD	RM				
60MO:	60	46	14	JOBS:	0	TJB:	24	0	24	CSJ:	24	23	1	W2T:	24	23	1
FED USED:	46	MO.	OPC:	0	CMC:	0	OTF:	0									
ELIG	CLOCK	FED	OVR	AGY	AGY	DEC	STATE	EXT	EXT	BEG	EXT	END	USER	ID	UPDATED		
MTH	TYPE	IND	RSN	DEC	DT	DEC	DEL	MTH	MTH						DT		
0305	CSJ_	Y	___						___				XCT546	02	28	08	
0205	OTF_	Y	SAE						___				XCT546	02	28	08	
AUX REQUEST WAS CANCELLED																	
0105	OTF_	Y	SAE						___				XCT546	02	28	08	
AUX REQUEST WAS CANCELLED																	
1204	OTF_	Y	SAE						___				XCT546	02	28	08	
AUX REQUEST WAS CANCELLED																	
PFKEYS: 13=AIWO, 14=AIWE, 18/ENTER=NEXT INDIVIDUAL													PAGE 9 OF 13				
NEXT TRAN: ___													PARMS: 2700228529				
													MORE...				

CARES will not automatically remove the associated OTF tick that was generated when the auxiliary was approved. The OTF tick for the associated month(s) must be manually deleted by the W-2 agency.

CARES will update the appropriate clocks information when the OTF tick is deleted, just the same as it does now when a tick is deleted manually. The appropriate Override Reason code is SAE – Administrative Error ES. Be sure to enter a comment for each deleted tick, stating that the auxiliary payment was cancelled.

The new CARES changes will be moved to production the evening of March 21, 2008 and will be available to agencies on Saturday, March 22<sup>nd</sup>.

## CONTACTS

For CARES Processing Questions contact the W-2/CC Help Desk, Phone 608-261-6317, Option #3, or send an email to: W2CARESHD@dwd.state.wi.us

For Policy Related Questions: BW-2 Regional Office Staff

Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DFS/BW2/MBW