



**DEPARTMENT OF CHILDREN
AND FAMILIES**

Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES

Secretary Dennis G. Smith
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

**State of Wisconsin
Governor Scott Walker**

**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: Deborah Waite, Deputy Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

Jim Bates, Director
Bureau of Child Care Administration
Division of Early Care and Education
Department of Children and Families

Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

**SUBJECT: Changes to the Quarterly State Wage Income Collection Agency
(SWICA) Process**

CROSS REFERENCE: CARES Guide Chapter 10

EFFECTIVE DATE: December 19, 2011 for January 2012 matches

PURPOSE:

The purpose of this memo is to announce enhancements that are being made to the quarterly SWICA match process.

| BEPS/DFES/DECE OPERATIONS MEMO | | | | | |
|---|-------------------------------------|-----------------|-------------------------------------|--------------|-------------------------------------|
| No: 12-03 | | | | | |
| DATE: 1/19/2012 | | | | | |
| FS | <input checked="" type="checkbox"/> | MA | <input checked="" type="checkbox"/> | BC+ | <input checked="" type="checkbox"/> |
| SC | <input type="checkbox"/> | CTS | <input type="checkbox"/> | FSET | <input type="checkbox"/> |
| BC+ Basic | <input type="checkbox"/> | BC+ CORE | <input checked="" type="checkbox"/> | | |
| CC | <input checked="" type="checkbox"/> | W-2 | <input checked="" type="checkbox"/> | EA | <input type="checkbox"/> |
| CF | <input type="checkbox"/> | JAL | <input type="checkbox"/> | JC | <input type="checkbox"/> |
| RAP | <input type="checkbox"/> | WIA | <input type="checkbox"/> | Other | <input type="checkbox"/> * |
| | | | | EP | |

BACKGROUND:

The Department of Health Services (DHS) is automating specific processes in CWW to improve program integrity and reduce workload. The first project, the automatic update of Unemployment Insurance income, was implemented in September 2011 (Operations Memo [11-42](#)). The second project, SOLQ-I is currently on hold. The current project is the enhancement of the SWICA quarterly wage match process. Changes to the process include discontinuing dispositions for workers and moving that function to the 'Discrepancy' process in CWW as well as updating the logic used to determine whether there is an income discrepancy based on program reporting rules.

Currently, this quarterly process generates approximately 96,000 matches on cases where the income budgeted in CARES for an individual doesn't match the quarterly income employers have reported to the DWD. When the income does not match, within a defined tolerance level for the quarter, the SWICA process creates a "disposition" for the worker that must be resolved.

The disposition process has not been updated to take into consideration changes in reporting rules for the different programs of assistance. Workers are receiving dispositions and doing research on cases where the difference in the income has no impact to the benefits received in that quarter. Changes to the process will result in more accurate discrepancies. It is anticipated that the change will reduce workload and help insure the wage matches are used effectively to prevent future overpayments and identify past overpayments.

CARES:

The updates to the SWICA process moved into CARES on December 17, 2011. Beginning in January 2012, the automated process will select all non excluded individuals 18 years of age and older who were open for a program of assistance in all 3 months of the quarter for which the match is occurring. The earned income budgeted in CARES for the match quarter will be compared to the wages reported by the employer to DWD (SWICA income). When SWICA reported income is greater than what was budgeted in CARES, tolerance and FPL tests will identify discrepancies for an individual.

The quarterly SWICA process will compare the information reported by the household to the information provided to the state by the employers for a previous calendar quarter. The matches don't occur until after the application has been processed and eligibility has been determined. The match may not happen until the individual or household has been open for several months. If workers use the Employment query prior to confirming the benefits the benefit determinations will be more accurate and overpayments will be prevented.

Reminder: Workers should be using information from the Employment Queries page when processing applications, reviews, program adds, six month reports and person adds to determine if income and employment is being correctly reported

CARES Worker Web User ID: [redacted] User Name: [redacted] Quick Select: CASE/RFA Go Help Logout

PRODUCTION Primary Person [redacted] 38M PP Case: [redacted] Status: Open Mode: Ongoing 11/30/2011

Action Items (0) Documents (0) Discrepancies (0)

Navigation Menu

- Search
 - CARES Home
 - Search
 - Unsubmitted Requests
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (0)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
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 - Asset Information
 - Employment Queries
 - Summary
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 - Unearned Income
 - Expenses
 - Medical
 - W-2/Child-Care
 - Generate Summary
 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Confirmation Access

Employment Queries

New Hire

| Name | Hire Date | Employer Name | Work Location Address |
|--------------------|-----------|---------------------|-----------------------|
| [redacted] 38M PP | | No Match Found | |
| [redacted] 12M SON | | Request Not Allowed | |
| [redacted] 5M SON | | Request Not Allowed | |

Wage Match

| Name | File Date | Wage Amount | Year | Quarter | Employer Number |
|--------------------|------------|---------------------|------|---------|-----------------|
| [redacted] 38M PP | 10/26/2011 | \$3,981.56 | 2011 | 3 | [redacted] |
| [redacted] 12M SON | | Request Not Allowed | | | |
| [redacted] 5M SON | | Request Not Allowed | | | |

Add Case Comment Send Request Previous Next

SWICA Discrepancies will be set if the income is outside of the defined tolerance test or the FPL income limits depending on the program of assistance. These tests will be applied using the tolerance level and income limit for the most restrictive program of assistance if the person was eligible for several programs during that quarter.

The discrepancy page will indicate which program of assistance rules were used to set the discrepancy. The discrepancy may also affect other programs of assistance that were open in that quarter. Therefore, workers must research each discrepancy to see if the reported income would have affected eligibility for any program the person was eligible for during that quarter. For example, a discrepancy may be set for W-2 which is the program with the most restrictive rules. However, that discrepancy may also affect the health care and/or FoodShare benefits as well.

- **Note:** Because of program rules, discrepancies will not be created for these AGs: BCPB, BCPE, BCPP, BCPL, BCPY, BadgerCare Plus Core Plan, Family Planning Services, Caretaker Supplement, Senior Care and unmet Medicaid deductibles.

TOLERANCE TESTS

A potential discrepancy will be created if the monthly SWICA is greater than the monthly earned income reported in CWW for an individual. The following tolerance tests will be used:

- Medicaid (MA), BadgerCare Plus (BCP) and FoodShare (FS): \$100 per individual per month.
- Child Care: \$250 per month of all non excluded household members in the AG.
- W-2: No tolerance test.

FPL TESTS

A potential discrepancy will be created if the total monthly income using the monthly SWICA income added to other income budgeted for that month exceeds the FPL limit for the assistance group (AG) with the lowest income limit within a case. The following FPL tests will be used:

- W-2: 115%
- Child Care: 200%
- FoodShare: 130% if FS was confirmed during the reporting quarter with income less than 130%. 200% if FS was confirmed during the reporting quarter with income 130%-200%.
- BadgerCare Plus: 100%, 150%, 200% and 300% dependent upon the category of BCP that was confirmed on the case during the reporting month.
- EBD MA, Long Term Care MA and Medicare Premium Assistance: The system will check the income limits for the AG that was confirmed on the case during the reporting month. For example: a case with an MI S AG will use a \$2022 income limit, a case with an NS or NP AG will use a \$591.67 income limit.

DISCREPANCIES

Discrepancies for SWICA matches will be created in the following scenarios:

- MA, BCP and FS: If the FPL test fails for all 3 months or the tolerance and FPL tests fail for any of the same 2 months in a quarter.
- W-2: If the FPL test fails for two consecutive months in a quarter.
- Child Care: If the tolerance or the FPL test fails for two consecutive months in a quarter.

When a discrepancy is created, workers are expected to research, resolve and take corrective action on all affected programs within the case. The workers are expected to contact the participant or a third party source to resolve the discrepancy and to request verification when necessary. Action to resolve the discrepancy must be completed within 45 days of the match date, unless third party collateral evidence is outstanding. The case record must be updated with any new information gathered. Case comments must be added to explain the actions taken and overpayments completed if appropriate.

The old disposition match process (CARES mainframe DXDU function) will be discontinued. Any unresolved dispositions older than 18 months will be deleted.

Once a Discrepancy is set on a case, it can be viewed in CWW from the Case Summary page or from any other page within the case. The discrepancy will display in the information bar at the top of the page. Once the worker has taken the appropriate corrective action to resolve the discrepancy, he or she must update the status of the discrepancy by choosing one of the options displayed next to the discrepancy. In cases with both a primary and a secondary worker, case comments are essential in order to track actions on the case.

Workers can mark discrepancies as “in progress” by selecting:

- C-Waiting for Client info,
- F-Fraud, or
- T-Third Party Verification.

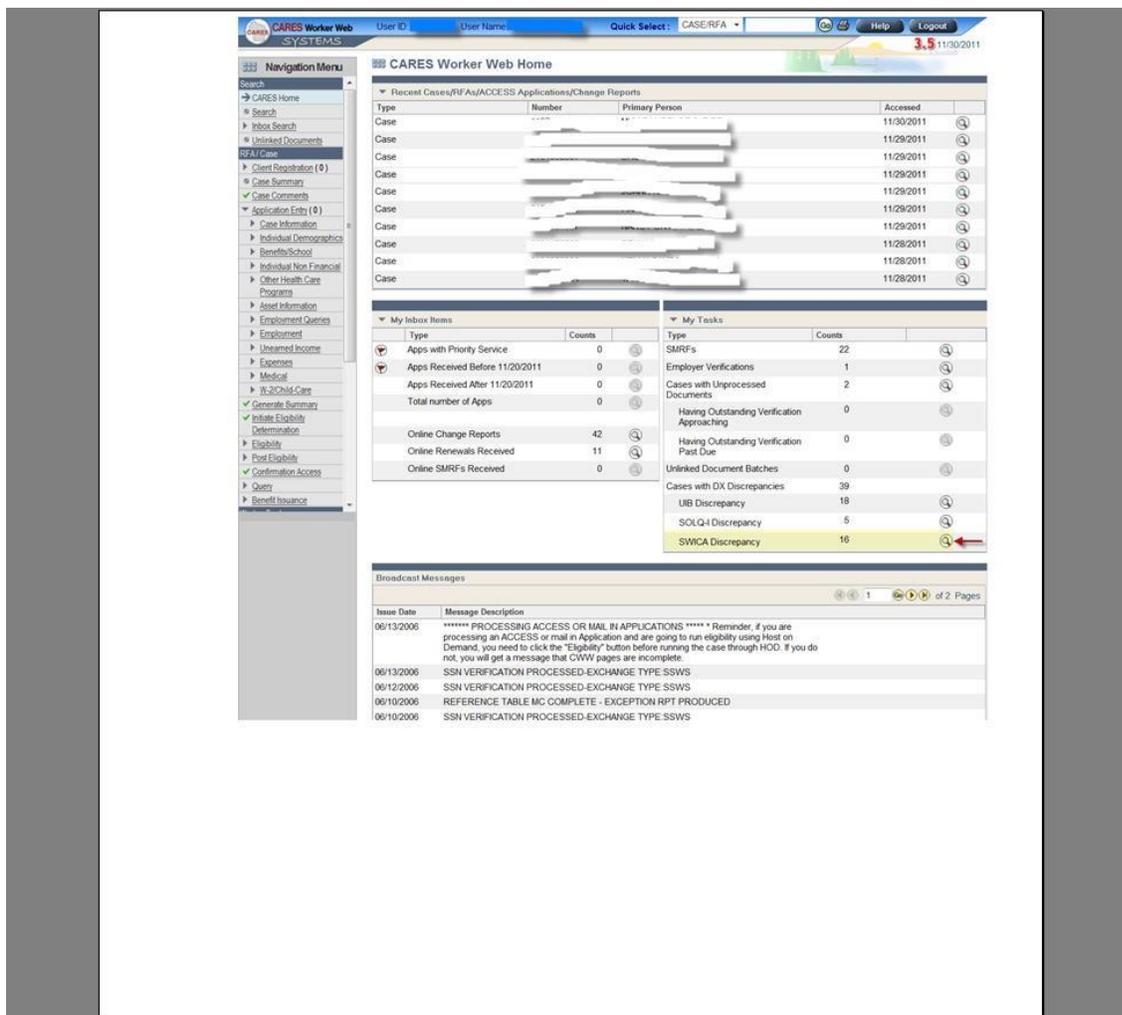
Once a discrepancy is resolved, it should be updated to:

- D-Duplicate,
- N-No Impact
- R-Resolved or
- W-Withdrawn.

If a discrepancy is not resolved in 45 days, it will be highlighted in red, and an alert will be sent to the supervisor to notify him or her of the past due discrepancy.

Workers can search for a list of discrepancies from the worker’s CWW Home Page under the “My Tasks” Section or from the Caseload Management Search Criteria Page.

Home Page showing SWICA Discrepancies under “My Tasks”



Searching for SWICA discrepancies from Caseload Management Search Criteria

The screenshot displays the 'Caseload Management Search Criteria' web application. The interface includes a navigation menu on the left and a main search area. The search criteria are as follows:

- Caseload Search Criteria:**
 - County / Tribe: 40 - MILWAUKEE COUNTY
 - Office: 5605
 - MI Consortium: [Empty]
- Additional Search Criteria:**
 - Worker: [Empty]
 - Caseload: [Empty]
 - Language: - Any Language
 - First Letter of PP's Last Name: A to Z
 - Case Status: Pending, Open, Intake, Review, Closed less than or equal to a calendar month, Denied less than or equal to 30 days, Ongoing, Simulation, Asset Assessment.
 - Case Mode: [Empty]
 - Filing / Request Date: Less than 30 days
 - Review Month: MM / YYYY
 - Verification Due Date: Any
 - Confidential: Yes, No
 - Full Fee Paid Date: Not Paid / Not Applicable
- Action Items:**
 - Online Submissions: Application Linked - Ready for Intake, Intake Initiated - Eligibility not Initiated, Change Report/Online Renewal/SMRF Received - Ready for Processing, Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated.
 - Alerts / Discrepancies: Overdue Eligibility Determination, Eligibility, Benefit Issuance, Information, Waiting on DDB Decision, Outstanding Verifications Past Due, Outstanding Verifications Approaching, Documents Received, Documents Waiting, Initiate Eligibility and Confirm, BCLA Fee Status Update, UI Benefit Discrepancy, SOLQI Discrepancy, **SWICA Discrepancy** (highlighted with a red arrow).

At the bottom, there are options to 'View to select cases meeting the above criteria' or 'View counts of cases meeting the above criteria', with a 'Go' button.

Once the list of discrepancies is displayed on the Caseload Management Search Criteria Results page the worker can choose the discrepancy to work on from the list.

CARES Worker Web SYSTEMS User ID: User Name: Quick Select: CASE/RFA 3.5 01/03/2012

Caseload Management Search Criteria Result

The following events have occurred:
WT025 : The search has returned more than 250 records and only the first 250 records are displayed. Please narrow your search by changing the criteria.

Caseload Search Criteria

| | | | |
|----------------|--|------------------------|---|
| IM Consortium: | | Counties / Tribes: | MILWAUKEE |
| Office: | 5640, 5040 | Case Mode: | Intake, Ongoing, Closed, Review, Simulation, Asset Assessment |
| Worker: | | Filing / Request Date: | Any Date |
| Language: | Any Language | Full Fee Paid Date: | Not Paid / Not Applicable |
| Case Status: | Pending, Closed less than or equal to a calendar month, Open, Denied less than or equal to 30 days | Verification Due Date: | Any |
| Review Month: | | | |
| Confidential: | Yes, No | | |

Caseload Management Listing

| Case Number | County/Tribe | Primary Person | Case Status | Filing/Request Date | Action Items |
|-------------|--------------|----------------|-------------|---------------------|--|
| 1111 | MILWAUKEE | 1111 | Closed | 10/31/2000 | <ul style="list-style-type: none"> Information SWICA Discrepancy |
| 1111 | MILWAUKEE | 1111 | Closed | 11/01/2009 | <ul style="list-style-type: none"> Initiate Eligibility and Confirm SWICA Discrepancy |
| 1111 | MILWAUKEE | 1111 | Closed | 09/27/2010 | <ul style="list-style-type: none"> Information SWICA Discrepancy |
| 1111 | MILWAUKEE | 1111 | Open | 08/01/2005 | <ul style="list-style-type: none"> Eligibility Benefit Issuance Information Initiate Eligibility and Confirm SWICA Discrepancy Overdue Eligibility Determination |
| 1111 | MILWAUKEE | 1111 | Open | 11/16/2009 | <ul style="list-style-type: none"> SWICA Discrepancy Overdue Eligibility Determination |
| 1111 | MILWAUKEE | 1111 | Open | 04/09/1998 | <ul style="list-style-type: none"> Information SWICA Discrepancy Overdue Eligibility Determination |
| 1111 | MILWAUKEE | 1111 | Open | 08/26/1998 | <ul style="list-style-type: none"> Information SWICA Discrepancy Overdue Eligibility Determination |
| 1111 | MILWAUKEE | 1111 | Open | 09/01/1998 | <ul style="list-style-type: none"> Information SWICA Discrepancy |

Workers can view the details of the discrepancy in a collapsed view or can click on the radio button to view the discrepancy details. The details page will display the individual, companion case flag, the program for which the discrepancy was set, the FPL and tolerance limits for the AG, the CARES reported income (listing all employment identified through SWICA), SWICA amount, the current countable gross income and newly calculated gross income amount.

orker Web User ID: XCTJ38 User Name: M ABDUL SALA

EMS 3.5 11/30/2011

SWICA Discrepancy Details

| Individual Information | |
|------------------------|--------------------------------|
| PIN: | Name: Updated Date: 01/25/2013 |
| Case: | Discrepancy on other Case: NO |

| SWICA Wage Details | | |
|---------------------------------|-----------|----------------------|
| Report Quarter: | 3/12 | |
| Quarter Begin: | 07/2012 | Quarter End: 09/2012 |
| Total CARES Wages this quarter: | \$1600.00 | |

| SWICA Employer Information | | |
|----------------------------|---------------------|------------------------|
| SWICA Employer ID | SWICA Employer Name | Quarterly SWICA Amount |
| | | \$2,100.00 |

Tolerance Details (Individual Level Depending on Program)

FPL Details (Assistance Group Level)

Match Date: MM / DD / YYYY Go

Workers can expand to view the details for the discrepancy by clicking on the + sign.

Close

SWICA Discrepancy Details

Individual Information
 FPL Name: Updated Date: 01/25/2013
 Case: Discrepancy on other Case: NO

SWICA Wage Details
 Report Quarter: 3/12
 Quarter Begin: 07/2012 Quarter End: 09/2012
 Total CARES Wages this quarter: \$1600.00

SWICA Employer Information
 SWICA Employer ID: SWICA Employer Name: Quarterly SWICA Amount: \$2,100.00

Tolerance Details (Individual Level Depending on Program)

| Assistance Group | Sequence | Benefit Month | Converted/Monthly SWICA Wage | CARE S Wage | Employment Difference (SWICA - CARE S) | Tolerance Limit | Tolerance Test |
|------------------|----------|---------------|------------------------------|-------------|--|-----------------|----------------|
| MS | 01 | 07/2012 | \$700.00 | \$500.00 | \$200.00 | \$100.00 | Fail |
| MS | 01 | 08/2012 | \$700.00 | \$600.00 | \$100.00 | \$100.00 | Pass |
| MS | 01 | 09/2012 | \$700.00 | \$500.00 | \$200.00 | \$100.00 | Fail |

FPL Details (Assistance Group Level)

| Assistance Group | Sequence | Benefit Month | Converted/Monthly SWICA Wage | CARE S Wage | Employment Difference (SWICA - CARE S) | CARE S Gross Income | New Gross Income (CARE S Gross Income + Employment Difference) | FPL Amount | FPL Test |
|------------------|----------|---------------|------------------------------|-------------|--|---------------------|--|------------|----------|
| MS | 01 | 07/2012 | \$1,400.00 | \$1,000.00 | \$400.00 | \$697.82 | \$1,097.82 | \$830.72 | Fail |
| MS | 01 | 08/2012 | \$1,400.00 | \$1,200.00 | \$200.00 | \$552.82 | \$752.82 | \$830.72 | Pass |
| MS | 01 | 09/2012 | \$1,400.00 | \$1,000.00 | \$400.00 | \$697.82 | \$1,097.82 | \$830.72 | Fail |

Match Date: MM / DD / YYYY Go

Close

DISCREPANCY HISTORY

Workers can access the discrepancy history for UIB, SOLQ-I and SWICA for an individual by clicking on the 'View Individual DX Discrepancy History' radio button on the Individual Summary Page. If there are resolved discrepancies present for an individual, the discrepancy will display on the Discrepancy History Results Page.

If there are resolved discrepancies present for an individual, the following screen will be displayed to the worker.

- The worker can filter by discrepancy type or resolved date using the navigator at the bottom of the page.
- To navigate by Source, the worker can click on the icon on either the left or right or select using the dropdown.
- To navigate using resolved date, the worker can enter the date in the field provided and click "go."

Discrepancy History Results

| Resolved | Case | Pin | Details | DX Type | Creation Date | Resolved By | Resolved Date |
|-------------------------|------|-----|--------------------------------------|---------|---------------|-------------|---------------|
| Waiting for Client info | | | Railroad Retirement update Medicare | SLQ | 10/03/2011 | XCTN49 | 10/03/2009 |
| Duplicate | | | SSN ver not found/last name mismatch | SLQ | 10/03/2011 | XCTN49 | 10/03/2011 |
| Withdrawn | | | Working part time | UIB | 10/03/2011 | XCTN49 | 10/05/2011 |

Discrepancy: SLQ Resolved Date: MM/DD/YYYY

The worker can filter by discrepancy type using the navigator at the bottom of the page.

To navigate by source, the worker can clicking on this icon.

ALERTS

472 - SWICA WAGE DISCREPANCY: Sent to the Child Care worker if either the FPL or tolerance test fails for 2 consecutive months and the primary worker is not the same as the CC eligibility worker.

472 - SWICA WAGE DISCREPANCY: Sent to the W-2 worker if the FPL test fails for 2 consecutive months and the primary worker is not the same as the W-2 FEP worker.

468 - DISCREPANCY NOT RESOLVED: Sent to the supervisor if the worker has not taken any action on the discrepancy for more than 45 days.

W-2 AND CC DATA EXCHANGE WEBI REPORTS

There are eight W-2 and CC Data Exchange reports in WebI. These reports show the status of dispositions related to W-2 and Child Care cases for SWICA and out of state unemployment. These reports will continue to run weekly. This will allow agencies to continue to use the reports to track overdue and coming due dispositions within the past 18 months. A new report to track the discrepancies for the first quarter of 2012 will be available in WebI in April 2012. This report will not be updated weekly to reflect the resolved discrepancies and will not have the capability to drill for more detail. Later in 2012 the report will be enhanced to have the same functionality as the current W-2 and CC Data Exchange reports.

CONTACTS:

For Income Maintenance Programs Policy and CARES Processing Questions: BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

For Child Care Policy and CARES Processing Questions: childcare@wisconsin.gov

BEPS CARES Information & Problem Resolution Center

*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, BC+ Core – BadgerCare Plus Core, 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.

DHS/DHCAA/BEPS/LT; DD