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

DFES OPERATIONS MEMO					
<b>No:</b>		12-65 ( <b>Amended</b> )			
<b>DATE:</b>		12/17/2012			
<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>FSET</b>	<input type="checkbox"/>
<b>BC+ Basic</b>	<input type="checkbox"/>	<b>BC+ CORE</b>	<input type="checkbox"/>		
<b>CC</b>	<input type="checkbox"/>	<b>W-2</b>	<input checked="" 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>	

**SUBJECT: Updates to the Wisconsin Works (W-2) Case Transfer Policy**

**CROSS REFERENCE:** Obsoletes W-2 Manual, Sections 4.6.1 and 4.6.2  
[W-2 Manual, Section 4.6.3](#), *Transferring Formal Assessments*  
[Operations Memo 12-64](#): *CWW W-2 Geographical Area Assignment and Lookup Tool*  
 Operations Memo 12-66: *W-2 Application Process Updates*

**EFFECTIVE DATE:** January 1, 2013

**PURPOSE**

The purpose of this memo is to inform W-2 agencies of the changes to the policy for transferring W-2 cases.

**BACKGROUND**

Under the 2013 W-2 and Related Programs Contract, the Bureau of Working Families (BWF) has developed a new service delivery structure. The state is divided into 10 geographical areas. Four (4) geographical areas are in Milwaukee County, and six (6) geographical areas are in the Balance of State (BOS). Starting January 1, 2013, eight (8) contractors will administer the W-2 program across the 10 W-2 geographical areas.

### **Milwaukee W-2 Geographical Areas**

There are four (4) W-2 geographical areas in Milwaukee County served by four (4) Milwaukee W-2 agencies. (See W-2 Milwaukee Geographical Areas Map)

<b>Milwaukee W-2 Agency</b>	<b>Milwaukee W-2 Geographical Area</b>
<i>Ross Innovative Employment Solutions</i>	Northern
<i>America Works of Wisconsin, Inc.</i>	East Central
<i>UMOS, Inc.</i>	Southern
<i>MAXIMUS Human Services, Inc.</i>	West Central

In Milwaukee, the W-2 geographical area for an individual is based on the individual's household address. Each of the four (4) Milwaukee geographical areas has a corresponding W-2 eligibility office. W-2 agencies must assign W-2 cases in Milwaukee to the W-2 eligibility office serving the participant's address.

### **Balance of State W-2 Geographical Areas**

There are six (6) W-2 geographical areas in the BOS served by four (4) BOS W-2 agencies. (See BOS Geographical Areas Map) One (1) BOS W-2 agency serves three (3) different geographical areas.

<b>BOS W-2 Agency</b>	<b>BOS W-2 Geographical Area</b>
<i>ResCare Workforce Services</i>	Southeast
<i>Forward Service Corporation</i>	Southwest
<i>Workforce Connections, Inc.</i>	Western
<i>Workforce Resource, Inc.</i>	Northwest
<i>Forward Service Corporation</i>	North Central
<i>Forward Service Corporation</i>	Northeast

In BOS, the W-2 geographical area for an individual is based on the individual's county of residence. BOS geographical areas consist of multiple counties. Each county is assigned one W-2 eligibility office number. Therefore, BOS W-2 agencies must manage cases in and across multiple eligibility offices. W-2 agencies must assign W-2 cases in the BOS to the W-2 eligibility office serving the participant's county of residence.

Applicants must apply for W-2 and receive services from the W-2 agency serving the geographical area in which they reside. If the W-2 agency serves more than one geographical area, the applicant may apply in any of those geographical areas. (See Operations Memo 12-66) Some exceptions do apply when a W-2 participant relocates from one geographical area to another. Those exceptions are explained in this memo.

For information on CARES changes related to the W-2 geographical areas, see [Operations Memo 12-64](#).

## **POLICY AND CARES PROCESSING**

### **MILWAUKEE PARTICIPANT CHOICE**

W-2 applicants and participants are no longer able to receive services from the W-2 agency of their choice in Milwaukee County. BWF notified all Milwaukee W-2 participants of this change in October 2012.

## TRANSFERS BETWEEN W-2 AGENCIES IN MILWAUKEE COUNTY

### POLICY

For W-2 participants who relocate from one Milwaukee W-2 geographical area to another Milwaukee geographical area, the current W-2 agency must transfer the case to the new W-2 agency. The new W-2 agency must keep the participant in the participant’s existing W-2 placement and re-open assigned activities. The new W-2 agency must meet with the participant within ten (10) working days from the date of transfer as reflected on CARES screen WPTN. The FEP can make changes to the W-2 placement and assigned activities as well as provide supportive services or accommodations once the FEP completes an informal assessment. The agency must document the assessment results in case comments and on the appropriate CARES screens. For more information on transferring assessment information, see [W-2 Manual, 4.6.3](#).

When a Milwaukee W-2 agency initiates a case transfer it must use an Inter-Regional W-2 Participant Transfer Notice form to assure that agencies properly notify participants to continue with assigned activities until they have met with a FEP in the new geographical area. Workers must obtain the Inter-Regional W-2 Participant Transfer Notice form from their agencies’ Transfer Coordinator.

In order to complete the transfer to the new Milwaukee W-2 agency, the current agency must transfer the case to the new agency’s W-2 Eligibility and Work Program offices.

For more detailed information on the Milwaukee transfer process and CARES processing of transfers, workers must refer to the 2013 Inter-Regional Transfer Procedure for Milwaukee W-2 Agencies. Workers can obtain a copy of the 2013 Inter-Regional Transfer Procedure for Milwaukee W-2 Agencies from their agencies’ Transfer Coordinator.

### CARES PROCESSING

#### **CARES Worker Web (CWW)**

When a participant transfers from one Milwaukee geographical area to another Milwaukee geographical area, W-2 eligibility must remain open. In order to keep the case open and eligible, the current agency initiates the case transfer in CWW by completing the following steps:

1. Enter the case number in the Quick Select field and click “GO.”
2. On the CWW Case Summary page, select the “Transfer Case” radio button in the Workflow Options section and click “Next.”

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Begin Review	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input checked="" type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input checked="" type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

3. On the CWW Agency Transfer page, under the “What would you like to do?” frame, select the “Transfer Case within County/Tribe” radio button. Under the “New Agency Information” frame, enter the new W-2 eligibility office number in the Office field. In the example below, the worker is transferring the case from Milwaukee W-2 eligibility office 5611 to Milwaukee W-2 eligibility office 5612.
4. CWW will automatically default the Transfer Recipient field to “Transfer Coordinator” in the new office. The current worker can select the “Direct Worker” radio button and enter the new worker and new caseload (if known).

**Agency Transfer**
Cancel  Reset

**The following events have occurred:**

- AE449:** Administrative Moves cannot be completed when W-2 program is open on the case.
- AE451:** Administrative Moves cannot be completed when W-2 program was open in the past 2 months.
- AE452:** Administrative Moves cannot be completed when W-2 program is currently requested on the case.

**What would you like to do?**

Transfer Case due to a change in County of Residence

**Transfer Case within County/Tribe**

Administrative move within IM Consortium

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**New Agency Information**

\* County / Tribe:

\* Office:

IM Consortium: STATE CONSORTIUM

\* Transfer Recipient:

**Transfer coordinator**

Direct worker transfer

Worker:

Caseload:

5. Initiate the transfer by clicking on the “Return” button at the bottom of the CWW Agency Transfer page. Edit AE267 confirms to whom the case is being transferred. The worker must click “Return” again to initiate the transfer and continue.

**Agency Transfer**
Cancel  Reset

**The following events have occurred:**

**AE267 :** You are about to transfer this case to '40 - MILWAUKEE COUNTY / OFFICE TRANSFER COORDINATOR'. Please click Return again to continue.

**What would you like to do?**

Transfer Case due to a change in County of Residence

**Transfer Case within County/Tribe**

Administrative move within IM Consortium

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**New Agency Information**

\* County / Tribe:

\* Office:

IM Consortium: STATE CONSORTIUM

\* Transfer Recipient:

**Transfer coordinator**

Direct worker transfer

Worker:

Caseload:

Once the transfer is initiated, the new eligibility office number is displayed in the Office/Filing Information section on the CWW Case Summary page. The new agency transfer coordinator will receive Alert 075: Case is being transferred to your Agency. Assign to a Worker. The current agency coordinator will receive Alert 135: Inter-County Transfer (Out).

Case Summary			
<b>Summary Information</b>			
Primary Person:	TEST TRANSFER-OUT 25F PP		
<b>Contact Information</b>			
County of Residence:	40 - MILWAUKEE COUNTY		
Household Address:	1915 N MARTIN LUTHER KING DR MILWAUKEE WI 53212	Alternate Address:	
Phone:		Phone:	
<b>Office / Filing Information</b>			
Office:	MILWAUKEE W-2 ELIG - EAST CENTRAL (5612)	Meets ESC Criteria?	No
County / Tribe:	40 - MILWAUKEE COUNTY		
IM Consortium:	STATE CONSORTIUM		
Assigned Worker:	KEVIN CLOUGH (XCT266)	Caseload:	3933
File Location:	IN - INTAKE	File Location Date:	11/01/2012

➤ **Note:** Prior to transferring the case, the worker in the current agency must update the case with the new address and complete any outstanding data exchange (DX) dispositions.

CARES Work Programs (WP) Subsystem

Once the worker has initiated the case transfer in CWW, the current agency must complete the transfer in the CARES WP subsystem by taking the following steps:

1. Tran to CARES screen WPCH and close any open activities with the "T" completion code (transferred case).
2. Tran to CARES screen CMCC to record case comments related to the transfer.
3. Tran to CARES screen WPWI with the PIN in the PARM field. Enter the new WP office number in the NEW OFFICE field.
4. Press <Enter> to complete the transfer.

➤ **Note:** The W-2 placement must remain open on CARES screen WPWW.

In the example below, the case is being transferred out of Milwaukee WP office 1581 to Milwaukee WP office 1582.

```

WPWI          UPDATE WP CLIENT INFORMATION - 1          11/05/12 10:59
                                           XCTA28 K CLOUGH
PIN: 0007171790  CTY/TRIBE: 40  OFFICE: 1581  NEW OFFICE: 1582

  NAME: TEST          TRANSFER-OUT
 ADDRESS: 101        MAIN

  CITY: MILWAUKEE    STATE: WI  ZIP: 53711  MAILING ADDRESS ON WPWC: N
    
```

CARES screen WPTN displays the transfer out and transfer in transactions for the respective WP offices.

```

WPTN                SERVICES/TRANSACTION HISTORY                11/05/12 11:00
                   XCTA28 K CLOUGH
PIN: 0007171790    OFFICE: _____
NAME: TRANSFER-OUT TEST    COUNTY/TRIBAL UNIT: _____
                   HISTORY OF SERVICES ONLY (Y/N): N
OFFICE  PROV  STAFF  EFFECTIVE  ACTION  PHASE  NAME OF TRANSACTION  DATE ENTERED
NUMBER  ID     ID     DATE              A      A
1582   0000  XCTA28  11 05 12          OFFICE TRANSFER IN      11 05 12
1581   0000  XCTA28  11 05 12          OFFICE TRANSFER OUT     11 05 12
1581   0001  XCT266  11 01 12          A      A      EMPLOYMENT SEARCH       11 01 12
1581   0001  XCT266  11 01 12          ENROLL W/ORIENTATION    11 01 12
1581   0000  XCTA28  11 01 12          REFERRAL                 11 01 12
    
```

Once the current worker updates the case manager ID on WPWI, the new worker will receive Alert 11: Participant Transferred Office.

**RELOCATION INTO OR OUT OF MILWAUKEE COUNTY OR BETWEEN BALANCE OF STATE W-2 AGENCIES**

POLICY

W-2 participants who relocate into or out of Milwaukee County to the BOS, or between BOS W-2 agencies, must re-apply for W-2 at the W-2 agency that serves the county to which they have relocated. The individual may reapply at any of that agency’s office locations; however, the agency must enroll the applicant in the W-2 Eligibility and Work Program offices for the county in which the applicant resides.

W-2 participants in the BOS who relocate to a different county but remain with the same W-2 agency do not have to re-apply for W-2. (See **Relocation within a BOS W-2 Agency's Boundaries**)

W-2 participants who relocate into Milwaukee County from the BOS must re-apply at the Milwaukee W-2 agency that serves the Milwaukee address to which they have relocated.

Any time a participant relocates and will be served by a new W-2 agency, the current W-2 agency must determine when to terminate the employment position, according to the needs of the participant, W-2 employer/work training provider, and agency.

Once this is determined, the current agency must terminate the placement on CARES screen WPWW so that CARES will generate the final payment for activities completed during the last participation period. The current agency must end all activities on CARES screen WPCH and disenroll the case from the CARES Work Programs subsystem.

The new agency must treat the individual as an applicant for purposes of W-2 services. When deciding on services for the individual, the new agency should consider the individual’s past W-2 experience, including prior placements.

## CARES PROCESSING

### **Ending W-2 Eligibility and Closing the W-2 Case**

When a W-2 participant relocates from one geographical area to another geographical area served by a different W-2 agency, the current agency must close the W-2 case at the end of month in which the participant is relocating by completing the following steps in CWW and the WP subsystem:

1. End the W-2 placement on WPWW. On WPFR, use reason code (044) You Do Not Live In the W-2 Geographical Area.
2. Run eligibility in CWW to close the case:
  - If running eligibility in CWW before Adverse Action , select "Run Eligibility" on the CWW Initiate Eligibility page.
  - If running eligibility in CWW after Adverse Action<sup>1</sup>, determine when Benefit Issuance Pulldown<sup>2</sup> will occur. After Benefit Issuance Pulldown, select "Run Eligibility with Date" and enter the first day of the following month.
3. Confirm W-2 eligibility on CARES screen AGECE, which will close the case at the end of the current month. Confirmation of the W-2 closure auto updates the "Requesting this Program/Subprogram of Assistance" field to <No> on the CWW W-2 Request page. The "Begin Month" and "W-2 Request Date" fields are also auto updated on this page to match the month and day the FEP confirmed the closure on AGECE.
4. Close all activities on CARES screen WPCH with the <B> completion code.
5. Disenroll the participant from WP on screen WPDS.
6. Record case comments related to the closure reason on CMCC.

## **RELOCATION WITHIN A BOS W-2 AGENCY'S BOUNDARIES**

### POLICY

W-2 participants in the BOS who relocate to a different county but remain with the same W-2 agency do not have to re-apply. These participants may continue to receive services at any of the agency's office locations. However, the W-2 agency must transfer the case to the W-2 Eligibility and Work Program offices for the county in which the participant will reside. The W-2 agency does not need to end activities (CARES automatically does this) or disenroll the case from the CARES Work Programs subsystem.

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<sup>1</sup> Adverse Action is the last day of the month a change can be made in CARES to affect eligibility for the following month without having to run eligibility with a date. Adverse Action is usually 13 calendar days prior to the last day of the month. FEPs can find Adverse Action dates on Table TBIC in CWW or on the CARES Batch Schedule (three-letter code is ACT).

<sup>2</sup> Benefit Issuance Pulldown dates are always one or two business days after Adverse Action. FEPs can find the Benefit Issuance Pulldown dates on Table TBIC in CWW or on the CARES Batch Schedule (three-letter code is BIP). Note that the Benefit Issuance Pulldown dates are different from W-2 Pulldown.

CARES PROCESSING**CARES Worker Web (CWW)**

When a participant relocates from one county to another but remains within the boundaries of the W-2 agency's geographical area(s), W-2 eligibility must remain open. In order to keep the case open and eligible, the current agency initiates the case transfer in CWW by completing the following steps:

1. Enter the case number in the Quick Select field and click "GO."
2. On the CWW Case Summary page, select the "Transfer Case" radio button in the Workflow Options frame and click "Next."

What would you like to do?

Workflow Options	Case Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process IM or CC Renewal	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input checked="" type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> View / Record Six Month Report Actions	<input checked="" type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Next ▶

3. On the CWW Agency Transfer page, under the What would you like to do? section, select the "Transfer Case due to a change in County of Residence" radio button. Under the New Agency Information section, select the new county from the dropdown listing. In the example below, the case is being transferred out of the Rock County eligibility office 5553 to the Dane County eligibility office 5513, which are within the boundaries of the same W-2 agency's geographical area.
4. CWW will automatically default the Transfer Recipient field to "Transfer Coordinator" in the new eligibility office, but if the current worker has update access to the new eligibility office, the current worker can select the "Direct Worker" radio button and enter the new worker and new caseload.
5. Initiate the transfer by clicking on the "Return" button at the bottom of the CWW Agency Transfer page. Edit AE267 confirms to whom the case is being transferred. The worker must click "Return" again to initiate the transfer and continue.

**Agency Transfer** Cancel  Reset

**The following events have occurred:**

**⚠ AE267 :** You are about to transfer this case to '13 - DANE COUNTY / OFFICE 5513 / WORKER ID XCT266 / CASELOAD 3974'. Please click Return again to continue.

**What would you like to do?**

Transfer Case due to a change in County of Residence  
 Transfer Case within County/Tribe  
 Administrative move within IM Consortium

**New Agency Information**

\* County / Tribe:    
 \* Office:   
 IM Consortium: CAPITAL CONSORTIUM  
 \* Transfer Recipient:  Transfer coordinator  
 Direct worker transfer  
 Worker:    
 Caseload:

Once the transfer is initiated, the new eligibility office number is displayed in the Office/Filing Information frame on the CWW Case Summary page.

**Case Summary** Reset

<b>Summary Information</b>			
Primary Person:	BOBBI JONES 32F PP		
<b>Contact Information</b>			
County of Residence:	13 - DANE COUNTY		
Household Address:	222 S ARCH ST JANESVILLE WI 535484419	Alternate Address:	
Phone:		Phone:	
<b>Office / Filing Information</b>			
Office:	DANE CO W2 PROGRAM (5513)	Meets ESC Criteria?	No
County / Tribe:	13 - DANE COUNTY		
IM Consortium:	CAPITAL CONSORTIUM		
Assigned Worker:	LINDA ASHMORE (XCTR04)	Caseload:	5430

➤ **Note:** Prior to transferring the case, the worker in the current agency must update the case with the new address and complete any outstanding data exchange (DX) dispositions.

CARES Work Programs (WP) Subsystem

Once the worker has initiated the case transfer in CWW, the current agency completes the transfer by taking the following steps in the CARES WP subsystem:

1. Tran to CARES screen WPWI with the PIN in the PARM field. Enter the new WP office number in the NEW OFFICE field.
2. Press <Enter> to complete the transfer.

➤ **Note:** The W-2 placement must remain open on CARES screen WPWW.

In the example below, the agency is transferring the case from WP office 0721 to WP office 0811.

```

WPWI                UPDATE WP CLIENT INFORMATION - 1                01/11/13 08:34
                                XCTU85 L PATZNER
PIN: 2101317214      CTY/TRIBE: 53      OFFICE: 0721      NEW OFFICE: 0811

NAME: BOBBI                JONES
ADDRESS: 222                S      ARCH                ST

CITY: JANESVILLE        STATE: WI      ZIP: 535484419      MAILING ADDRESS ON WPWC: N

```

At the time of transfer, CARES will automatically end-date all activities on WPCH with an “R” completion code (relocated within a consortium/contractor geographical area). The activity end-date is one day prior to the transfer date. The same activities will be automatically reopened with a begin date that is the same date as the transfer date.

```

WPCH                COMPONENT/STATUS HISTORY                01/11/13 14:36
                                XCTU85 L PATZNER
PIN: 2101317214      REGION: 0000      OFFICE: 0811
NAME: JONES                BOBBI                COUNTY/TRIBAL UNIT: 13
                                CASE MANAGER: XCTU85
TYPE OF ACTION:      —                —                —                —
OFFICE/REGION:      0811                0721                0721                1584
COMPONENT/STATUS:  WORK EXPER      WORK EXPER      ENR W/ORIENT      WORK EXPER
PHASE/SANC IND:     A Y                A Y                A                A Y
BEGIN DATE:         01 12 13      01 11 13      01 11 13      11 02 12
STAFF/PROVIDER ID:  XCTU85 0201    XCTU85 0201    XCTU85 0201    XCTU85 0200
SCH HRS: WKY/DLY:   40 08                40 08                40 08                40 08
FREQ: DAYS PER MM:  22                22                22                22
FUNDING SOURCE:     WTWO                WTWO                WTWO
EMP PRV ID:
SITE ID/DOT:        999                999                —                999
NON-APPROVAL CD:
ANTIC END DATE:     05 11 13      05 11 13                05 02 13
COMPLETION CODE:    R                R                T
ACTUAL END DATE:    01 11 13      01 11 13      01 11 13      11 05 12

                                PAGE: 1
NEXT TRAN: _____      PARMS: 2101317214_____      MORE...

```

```

WPTN                SERVICES/TRANSACTION HISTORY                01/12/13 08:37
                                XCTU85 L PATZNER
PIN: 2101317214      OFFICE: _____
NAME: JONES                BOBBI                COUNTY/TRIBAL UNIT: _____
                                HISTORY OF SERVICES ONLY(Y/N): N
OFFICE  PROV  STAFF  EFFECTIVE  ACTION  PHASE  NAME OF TRANSACTION  DATE ENTERED
NUMBER   ID    ID      DATE        PHASE
0811    0201  XCTU85  01 12 13   A       A       WORK EXPERIENCE      01 12 13
0811    0000  XCTU85  01 12 13   A       A       OFFICE TRANSFER IN   01 12 13
0721    0000  XCTU85  01 12 13   A       A       OFFICE TRANSFER OUT  01 12 13
0721    0201  XCTU85  01 11 13   A       A       WORK EXPERIENCE      01 11 13

```

**PARTICIPANTS OPTION TO REMAIN WITH THEIR CURRENT W-2 AGENCY**

Applicants must apply for W-2 and receive services from the W-2 agency serving the geographical area in which they reside. If the W-2 agency serves more than one geographical area, the applicant may apply in any of those geographical areas. (See Operations Memo 12-66) However, some exceptions do apply. Those exceptions are explained below.

Milwaukee: W-2 participants relocating from one geographical area to another geographical area within Milwaukee County have the option to remain with the W-2 agency they are currently working with if they meet at least one of the following conditions:

1. The W-2 participant is in a Case Management Follow-up (CMF) placement;
2. The W-2 participant is not in permanent housing and expects to relocate again;
3. The W-2 participant is a refugee who has been in the W-2 program greater than eight (8) months; or
4. Participating in the Healthy Families project.

This will allow W-2 participants to receive consistent and ongoing services. Under any of the conditions described above, the FEP must make the participant aware of the option at the time the participant informs the FEP of the relocation. The discussion must be documented in CARES case comments.

Balance of State: W-2 agencies must give CMF participants the option to remain with the current W-2 agency serving the geographical area from which they are relocating. If the participant exercises the option to remain with the current W-2 agency, the agency must continue to have the ability to provide appropriate case management services and maintain regular contact with the participant.

#### *Domestic Abuse (Statewide)*

W-2 agencies must give W-2 participants experiencing domestic abuse the option to receive W-2 services from a different W-2 agency than the one that serves their geographical area.

According to Wis. Stat. 968.075, "domestic abuse" means any of the following engaged in by an adult person against his or her spouse or former spouse, against an adult with whom the person resides or formerly resided or against an adult with whom the person has a child in common:

- a) Intentional infliction of physical pain, physical injury or illness;
- b) Intentional impairment of physical condition;
- c) A violation of sexual assault as defined in section 940.225;
- d) A physical act that may cause the other person reasonably to fear imminent engagement in the conduct described in the previous three items.

In Milwaukee, a W-2 agency must give participants experiencing domestic abuse the option to transfer to a different Milwaukee W-2 agency. The current agency must assist the participant in making a decision regarding the W-2 agency they would prefer to work with. The current agency must communicate the special circumstances that lead to the request to transfer to the new agency. Workers in both agencies must communicate with each other and work together to ensure that they transfer the case in the most efficient manner with the least amount of inconvenience to the participant.

A BOS W-2 agency must give participants experiencing domestic abuse the option to remain with their current W-2 agency if they meet both conditions listed below:

- a) The participant temporarily relocates to a domestic violence shelter or other housing that is located in a county outside of the W-2 agency's geographical area; and
- b) The participant intends to relocate to one of the counties within the W-2 agency's geographical area.

If the participant intends to remain with the current W-2 agency, the participant's primary address should continue to be the participant's mailing address, and the shelter or other housing address should be used as the participant's alternate mailing address.

If the participant who is residing in a shelter does not intend to reside in a county within the current W-2 agency's geographical area, the participant must reapply for W-2 at an agency within the geographical area where the shelter is located or where the participant intends to obtain permanent housing after treatment. In this case, the new agency should use its address as the participant's primary address and the shelter's mailing address as the participant's alternative mailing address. The current agency must close the case using CARES screen WPFR, reason code 044.

### **AGENCY ACTION**

W-2 agencies must discuss policy changes with staff and update any relevant local agency procedures.

### **CONTACTS**

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

For Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For CARES Processing Questions: W-2 Help Desk

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.

DCF/DFES/BWF/LD