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TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Trainers

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security

DFES OPERATIONS MEMO					
No: 13-46 (Amended)					
DATE: 12/30/13					
FS	☐	MA	☐	BC+	☐
SC	☐	CTS	☐	CC	☐
W-2	☒	FSET	☐	EA	☒
CF	☐	JAL	☐	RAP	☐
Other	☐				
EP					
PRIORITY: High					

SUBJECT CARES and Emergency Assistance Tracking System Updates for the 2014 Performance Outcome Payments

CROSS REFERENCE W-2 Contractor Payment Structure for 2014 W-2 and Related Programs Contracts Operations Memo 13-48

Emergency Assistance Tracking System Updates to Support Emergency Assistance Application Processing [Operations Memo 13-47](#)

Updates to CARES Work Program Screen WPEH and the Definition of Entered Employment [Operations Memo 13-13](#)

[Claims Processing for 2014 W-2 Contract Performance Outcome Payments Training](#)

EFFECTIVE DATE January 1, 2014

PURPOSE

The purpose of this memo is to describe changes to the functionality of the Client Assistance for Reemployment and Economic Support (CARES) Work Program (WP) subsystem and the

Emergency Assistance Tracking System (EATS) for the performance outcome payment types for 2014.

BACKGROUND

Beginning in 2013, the Department of Children and Families (DCF) has been providing payments to the Wisconsin Works (W-2) agencies for specific performance outcomes in the W-2 program.

Effective January 1, 2014, DCF is changing the performance outcome payment types. In addition to changing some of the existing payment types, there are now two new types for 2014.

1. Job attainment (*changed*)
2. Long-term participant job attainment (*changed*)
3. Partial job attainment (*new*)
4. Job retention (*changed*)
5. SSI/SSDI Attainment (*no change*)
6. Timely processing of Emergency Assistance (EA) applications (*new*)

BWF has eliminated the high wage job attainment payment.

Detailed information on the new performance outcome payment types and the changes to the existing types is contained in Operations Memo 13-48.

As a result of the performance outcome payments changes, the Bureau of Working Families (BWF) has updated specific screens in the WP subsystem and the EATS.

SYSTEM CHANGES

UPDATES TO THE CARES WORK PROGRAMS SUBSYSTEM

BWF has made changes to the following CARES screens in the WP subsystem:

- WPEH – Employment History
- WPEL – Employment History List
- WPOP – W-2 Job Related Performance Outcome Claim

CARES Screen WPEH

The new WPEH functionality will enable Financial and Employment Planners (FEPs) to record more specific and accurate information about an individual's employment.

Below is a field-by-field description of the new WPEH functionality.

JOB TYPE (*new*): This required field captures the type of employment. Valid values include: S (Subsidized), U (Unsubsidized), W (Work Experience), or V (Volunteer). Job Type U is the only code that is accepted to initiate a POP claim.

CLAIMS (*new*): This pre-populated field identifies whether the current employment sequence has been used in the submission of an employment related claim on screen WPOP. Valid values include: PJ (Partial Job Attainment); JA (Job Attainment); JR (Job Retention); LT (Long Term); HW (High Wage).

The following statuses will be used to indicate the status of an initiated or submitted claim by claim type: P (Pending), A (Approved), D (Denied), W (Withdrawn).

DATE OF CHANGE IN EMPLOYMENT HOURS OR WAGES (*new*): This new field captures the date of change in employment hourly wages or average hours per week. The FEP must enter a date greater than the employment begin date in this field if updates are due to a change in employment hourly wages and/or average hours per week. If the FEP is correcting employment information that was incorrect, the FEP must leave the DATE OF CHANGE IN EMPLOYMENT HOURS OR WAGES blank.

DOT: This field is no longer updateable. If the DOT code changes, the FEP must create a new WPEH screen.

Job Duties: This field is no longer updateable. If the Job Duties change, the FEP must create a new WPEH screen.

PF 14: WPOP (*new*): The PF14 key allows the FEP to directly access and transfer the following information to CARES screen WPOP:

- Employer Seq Num; Employer Name;
- Primary employment Begin Date;
- Primary employment End Date; and
- Date of Change In Employment Hours or Wages.

To initiate a claim on WPOP, the FEP must select the appropriate employment and press PF 14 on either WPEH or WPEL.

The following fields have had conditional functionality added:

- If Entered Employment is Y then U (Unsubsidized) is required for JOB TYPE.
- If the FEP marks Fulltime Less Than 30 Days or Fulltime 30 Days or More, then the AVG HRS/WEEK field must be 30 hours or more.
- If the FEP marks Parttime Less Than 30 Days or Parttime 30 Days or More, then the AVG HRS/WEEK field must be less than 30 hours per week.
- If JOB TYPE is U then the PAY CODE field may not be IK (In-Kind Services) or VO (Volunteer/No Pay).

Reminders: When updating existing employment information on WPEH:

- The FEP should make changes on the existing WPEH screen if a participant remains employed with the same employer and the job hours, wages, or full-time or part-time status changes.
- The FEP must create a new WPEH screen to capture a new job if a participant obtains a new job with the same employer that result in a change in job title or job duties and an increase in gross pay.

WPEH		EMPLOYMENT HISTORY		04/30/14 13:58	
PIN: 6007729273		OFFICE: 0721	CTY/TRIBE: 53	XCT123 A W2FEP	
NAME: WPEH-THIRTEEN		TEST	LAST UPDATED: 11 25 2013		
ENTERED EMPLOYMENT(Y/N): Y JOB TYPE: U UNSUBSIDIZED PJ JA JR LT HW					
BEGIN DATE: 01 15 2014		END DATE: _ _ _ _	CLAIMS:	P P	
PROVIDER ID: 0001		STAFF ID: XCT987			
DURATION: FULLTIME LESS THAN 30 DAYS _ PARTTIME LESS THAN 30 DAYS					
X FULLTIME 30 DAYS OR MORE _ PARTTIME 30 DAYS OR MORE					
EMPLOYER TYPE: PUBLIC _ PRIVATE X AVG HRS/WEEK: 35 HOURLY WAGE: 12.00					
PAY CODE: HR DATE OF CHANGE IN EMPLOYMENT HOURS OR WAGES: 04 21 2014					
EMPLOYER NAME: DQ		EMPLOYER SEQ NUM: 01			
ADDRESS: _ _ _ _ _					
CITY: BELOIT		STATE: WI	ZIP: 53511	DOT: 318	
JOB DUTIES: _ _ _ _ _					
REASON FOR LEAVING: _					
MEDICAL BENEFITS: N OTHER BENEFITS: NO					
PF13 WPED		PF14 WPOP	PF5 REFRESH WPEH		
NEXT TRAN: _		PARMS: 6007729273 MORE...			

CARES Screen WPEL

Below is a field-by-field description of the new WPEL functionality.

DATE OF CHANGE IN EMP HRS/WAGES (*new*): This field displays the date of change in employment hours or wages entered on WPEH for the respective employment sequence. The date of change field will be blank on WPEL if no changes in hours or wages and no date of change was entered on CARES screen WPEH.

Hours (HRS) (*new*): This field displays the average hours per week entered on WPEH for the respective employment sequence.

Claim (CLM) (*new*): This new field indicates whether the corresponding employment sequence was ever used on WPOP in the submission of a claim. Valid values for this field are Y (Yes), which indicates the employment sequence was used in the submission of a claim and the claim is not in W (Withdrawn) status; and N (No) which indicates the employment sequence has never been used in the submission of a claim or has a status of W (Withdrawn).

DOT: This field has been removed from the screen.

PF 14: WPOP: The PF14 key allows the FEP to directly access and transfer the following information to screen WPOP:

- Employer Seq Num; Employer Name;
- Primary employment Begin Date;
- Primary employment End Date; and
- Date of Change In Employment Hours or Wages.

To initiate a claim on WPOP, the FEP must select the appropriate employment from either WPEH or WPEL and press PF 14.

WPEL		EMPLOYMENT HISTORY LIST		04/30/14 13:56				
PIN: 6007729273				XCT123 A W2FEP				
NAME: WPEH-THIRTEEN		TEST		OFFICE: 0721				
				COUNTY/TRIBAL UNIT: 53				
EMPLOYER NAME	SEQ NUM EE	DATE OF CHANGE	HRLY WAGE	HRS	BEGIN DATE	END DATE	REASON LEAVING	CLM
- DQ	1 Y		08.00	15	01 15 14			Y
- DQ	1 Y	03 20 14	10.00	25	01 15 14			Y
- DQ	1 Y	04 21 14	12.00	35	01 15 14			Y

PF14: WPOP
NEXT TRAN: _____

PARMS: 6007729273 _____

PAGE: 1

CARES Screen WPOP

Below is a field-by-field description of the new WPOP functionality.

DT OF CHANGE IN EMP HRS/WAGES (new): This field displays the effective date of change in hours or wages as entered on WPEH for the respective employment sequence selected as the Primary Employment.

CLM EFF DT: For PJ, JA and LT claims, this date is 30 days after either the primary employment begin date or primary employment effective date of change in hours or wages. For JR claims, this date is 92 days after either the primary employment begin date or date of change in employment hours or wages.

WPOP		W-2 JOB-RELATED PERFORMANCE OUTCOME CLAIM		11/25/13 14:05		
CLAIM #: 7000000293		INIT WKR: XCTA28		XCT123 A W2FEP		
STATUS: STATUS DATE:		ACTN WKR:		INIT DATE: 02 25 2014		
				LAST UPDATE: 11 25 2013		
PIN: 7007729291		OFFICE: 0721		CASE MANAGER: XCT123		
PARENT NAME: TEST		WPEH-FOURTEEN		FEP: XCTA28		
60 MO CLOCK USED THROUGH 2013: 38		CLOCK USED IN 2012: 5		2013: 11		
CASE: 7002607375		PLACEMENT: CSJ		PLACEMENT BEGIN DT: 11 25 2013		
AGY ENTRY DT: 11 19 2013		W-2 BEG DT: 11 25 2013				
CLAIM TYPE: PJ PARTIAL JOB ATTAINMENT				CLM EFF DT: 02 19 2014		
WPEL EMPLOYER	SEQ NAME	EMPLOYMENT BEGIN DT	EMPLOYMENT END DT	TOTAL HOURS	TOTAL AMOUNT	VER CD
PRIM EMP: 01	BURGER KING	01 20 2014		87.00	480.00	CS
OTH EMP 1: ____				.00	.00	__
OTH EMP 2: ____				.00	.00	__
OTH EMP 3: ____				.00	.00	__
DT OF CHANGE IN EMP HRS/WAGES:				GRAND TOTAL:	87.00	480.00
PF13: WPOV		PF14: WPOL		PF22: PROCESS & CREATE ANOTHER		
NEXT TRAN: _____		PARMS: 7000000293		PF24: PROCESS & EXIT		

UPDATES TO EATS

Effective January 1, 2014, DCF will pay the W-2 contractor for each Emergency Assistance (EA) application that it correctly processes within five working days from the date the W-2 contractor receives the EA application. The W-2 contractor must process EA applications according to policy and procedures outlined in the [EA Manual](#).

BWF has made the following changes to the EATS **EA Request Details** screen to support the new EA performance outcome payment type.

EA Application Date Field

A change has been made to the **EA Application Date** field that no longer allows the date to be edited once an EA application has been completed and confirmed. If the EATS user enters an erroneous date in the **EA Application Date** field, the W-2 agency may delete the application as described below.

Request Confirmation Date Field

BWF has added a new field to this screen to determine whether the W-2 agency processed the EATS application timely. When an EATS user enters and confirms a new EA application, EATS will display the confirmation date in the **Request Confirmation Date** field. If the number of days between the date in the **EA Application Date** field and the date in the **Request Confirmation Date** field is five working days or less, the W-2 agency may earn an EA Performance Outcome Payment.

EA Request Details

Request #: 1184

Application Date: 12/01/2013

Emergency Type: Homelessness (No housing)

W-2 Contract Agency: MAXIMUS Human Services, Inc. - Milwaukee West Central (Milwaukee)

Maximum Payment Amount: \$500.00

Status: Approved

Comments:

Request Confirmation Date: 12/19/2013

Confirmed

EA Application Deleted Status

BWF has added a new application status for circumstances where a W-2 agency has entered and confirmed an EA application, but later the agency finds an error and wishes to delete the application. The new status is "Deleted due to agency error." Only EATS users with Supervisor access are able to edit a confirmed EA application.

Prior to changing an approved application to "Deleted due to agency error" the agency must change the **Maximum Payment Amount** field to zero. In addition, the **Voucher/Check Amount** field in the **Payment Details** section of the screen must be zero. The agency must enter comments in EATS to explain the change in application status.

In an overnight batch process, EATS deletes EA applications with the On-Hold status and EA applications that are not confirmed within five working days of the date in the **EA Application Date** field after the fifth working day after the application date. EATS does not count weekends in determining the timing of the batch process. Beginning January 1, 2014, EATS will also not count **state holidays CARES holidays** when determining the five working days delete process. **The CARES holidays are:**

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

W-2 agencies may view the CARES holidays table by entering *RTDT* in the **Next Tran** field with *TDHY* in the **PARMS**, and pressing *Enter* until the current year/month displays in the table. Keep in mind that CARES holidays are different from state and federal holidays.

Example: The W-2 agency receives an EA application and enters it in EATS with the On-Hold status on Thursday, December 18, 2014. EATS will count Friday, December 19th as day one of the five working days timeframe. When calculating the five working days timeframe, Saturday December 20th and Sunday December 21st are not counted because they are weekend days. EATS will count Monday, December 22nd, Tuesday, December 23rd, and Wednesday, December 24th as working days. Thursday, December 25th is not counted because it is a CARES holiday. EATS will count December 26th as a working day. In this scenario, the W-2 agency must approve or deny the application, change the status of the EA application to Approved or Denied, and confirm the EA application in EATS no later than December 26, 2014th which is the fifth working day after the EA application was received.

EA applications with a deleted status will not be eligible for the EA performance outcome payment. EATS will not display either EA applications with the deleted status or EA applications that were deleted through the batch process on the **EA Request History** page or in EATS reports. Viewing deleted application information will be a future enhancement to the EATS system.

AGENCY ACTION

W-2 agencies must familiarize staff with the changes to the performance outcome related screens in order to ensure accurate and timely payment for performance outcomes.

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, RAP – Refugee Assistance Program, Other EP – Other Employment Programs.