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**TO:** W-2 Agencies  
Trainers

**FROM:** Janice Peters, Director  
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Division of Family and Economic Security

**DFES OPERATIONS MEMO**

**No:** 13-47

**DATE:** 12/30/13

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>
W-2	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>	EA	<input checked="" type="checkbox"/>
<input type="checkbox"/> CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>
Other	<input type="checkbox"/>				
EP					

**PRIORITY:** High

**SUBJECT** *Emergency Assistance Tracking System Updates to Support Emergency Assistance Application Processing*

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

*CARES and Emergency Assistance Tracking System Updates for the 2014 Performance Outcome Payments [Operations Memo 13-46](#)*

[Emergency Assistance Manual](#)

[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 made to the Emergency Assistance Tracking System (EATS) that capture Emergency Assistance (EA) application processing information more accurately and support EA monitoring efforts.

## **BACKGROUND**

The Bureau of Working Families (BWF) has updated several EATS screens to support EA application processing and improve EA monitoring efforts. BWF identified the need for these updates while making changes to EATS related to the performance outcome payments. Changes to EATS related to the performance outcome payments can be found in [Operations Memo 13-46](#).

## **EATS CHANGES**

BWF has updated several EATS screens to support EA application processing and improve EA monitoring efforts. These updates include:

- Auto-populating EATS information with information from the CARES database, including the CARES PIN, which will identify cases where EA application documentation may be found in ECF.
- Recording payment delay exceptions ([EA policy section 5.4.1](#))

### ***New Adult Applicant and Add Member Details Screens***

BWF has added a new button and a new field to both the **New Adult Applicant** screen used for new applications and the **Add Member Details** screen used when adding a person to the EA group. The functionality works the same on both screens.

#### **Get CARES Data Button**

In order to enter a new application in EATS, users must first complete a “Search” of the EATS database using the EA applicant’s first and last name, date of birth (DOB), or Social Security Number (SSN) to determine whether the person is already known to EATS.


Beginning January 1, 2014, when no individual is found after the EATS search, users may complete a data match between the EATS and CARES databases.

When a user enters an SSN on the **New Adult Applicant** screen, users may click the *Get CARES Data* button, which will populate all data fields, including the *CARES PIN*, if the SSN is present in CARES. When CARES contains different names for the same individual, the most recent version of the name matching the SSN will be populated.

When a user enters a first and last name and DOB on the **New Adult Applicant** screen, users may click the *Get CARES Data* button, which will populate all data fields from CARES only when the first and last name and DOB match exactly. If the name and DOB do not match exactly, CARES information will not display.



When there is no CARES data match for SSN, DOB, or name, the *CARES PIN* field will display “Not Found.” (See *CARES PIN* Field section below)

Use of the *Get CARES Data* button is an optional action for EATS users.

New Adult Applicant Details	
First Name: *	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name: *	<input type="text"/>
Date of Birth: *	<input type="text"/> (mm/dd/yyyy)
Social Security Number:	<input type="text"/> (xxx-xx-xxxx) or (xxxxxxxx)
CARES PIN:	
 <input type="button" value="Get CARES Data"/>	
<input type="button" value="Add"/>	

### CARES PIN Field

When a user initiates a data match by clicking the *Get CARES Data* button, if the individual was found in CARES and the information matches exactly, that individual's CARES PIN will auto-populate the **CARES PIN** field. If the individual was not found in CARES, or when the information does not match, the **CARES PIN** field will display as "Not Found." This information will be saved in EATS when the user clicks the *Add* button.

New Adult Applicant Details	
First Name: *	<input type="text" value="mama"/>
Middle Initial:	<input type="text"/>
Last Name: *	<input type="text" value="bear"/>
Date of Birth: *	<input type="text" value="1/1/1980"/> (mm/dd/yyyy)
Social Security Number:	<input type="text" value="778090988"/> (xxx-xx-xxxx) or (xxxxxxxx)
CARES PIN:	<b>Not Found</b>
 <input type="button" value="Get CARES Data"/>	
<input type="button" value="Add"/> 	

### **Member Edit Details Screen**

BWF has added the *Verify CARES Data* button to the **Member Edit Details** screen. This button will initiate a data match with CARES if it was not already done in the application process or when a user added a new member to the EA group or it can be used to re-verify data that was pulled over from CARES to ensure that it is still correct in EATS.

Upon viewing an existing EA application, users have the option to edit information for the EA applicant and EA group members. When making an edit for an individual already in EATS, clicking the *Verify CARES Data* button will display individual information found in CARES; this information will be displayed under the *Verify CARES Data* button. The user must then verify whether the information in EATS is correct or should be updated based on the CARES data. If the user is going to update EATS, the updated information must be entered into the corresponding EATS fields and the *Update* button must be clicked to save the information.

Edit Member Details	
First Name: *	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name: *	<input type="text"/>
Date of Birth: *	<input type="text"/> (mm/dd/yyyy)
Social Security Number: *	<input type="text"/> (xxx-xx-xxxx) or (xxxxxxxx) <i>Not required for dependent child</i>
CARES PIN:	<input type="text"/>
Relationship: *	Self
Individual Type: *	Caretaker Relative
<input type="button" value="Verify CARES Data"/>	
<input type="button" value="Update"/>	

Only EATS users with Supervisor access are able to edit information on confirmed EA applications, including edits to EA applicant and EA group member information.

Use of the Verify CARES Data button is an optional action for EATS users.

### **EA Request Details Screen**

BWF has added a **Payment Delay Exception** field to the **EA Request Details** Screen to capture payment delay information. When an agency approves an EA application, but determines that the EA payment will not be issued within five working days of the EA application date, the agency must identify whether the application meets the criteria for a Payment Delay Exception. (See [EA policy section 5.4.1](#).) This field has a dropdown list with the following options:

1. **None:** Default.
2. **30 Days:** This option is used when the user initially approves the EA application with a Payment Delay Exception prior to confirming the case. The 30-day Payment Delay Exception is 30 calendar days from the date in the **EA Application Date** field.

**Example:** The date in the **EA Application Date** field is November 4, 2013. The end of 30-day Payment Delay Exception is December 3, 2013. November 4 is day 1 when counting the 30-day timeframe.

3. **60 Days:** This option is only available when EATS users with Supervisor access edit a confirmed application. Users select 60 days when the agency will not issue the EA payment within the initial 30-day Payment Delay Exception timeframe. The 60-day Payment Delay Exception is 60 calendar days from the date in the **EA Application Date** field. The 60-day timeframe is calculated similarly to the 30-day delay timeframe with the application date being day 1.

The *Payment Delay Exception* dropdown will not be available for the emergency type “Energy Crisis.”

EA Request Details	
Request #:	1125
Application Date:	* 11/18/2013
Emergency Type:	* Impending homelessness (Financial Crisis and Notice to Terminate Tenancy) ▼
W-2 Contract Agency:	* America Works of Wisconsin, Inc. - Milwaukee East Central (Milwaukee) ▼
Status:	* Approved ▼
Payment Delay Exception:	60 Days ▼
Maximum Payment Amount:	* 30 Days 60 Days xx,xxx.xx) or (xxx)
Comments:	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>
	0 of 1000 characters.
CARES PIN:	Not Found
	<input type="button" value="Update"/>

**TRAINING**

The EATS Self-Study Guide will be updated in early 2014, and will be available on the Partner Training Section website. Agencies may request onsite training for EATS using the [Onsite Training Request](#) form if they would like a trainer to present these topics onsite.

**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 and EATS 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.

DCF/DFES/BWF/JZ