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State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

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

BWF OPERATIONS MEMO

No: 14-08

DATE: 04/16/2014

W-2	<input checked="" type="checkbox"/>	EA	<input checked="" type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	RAP	<input type="checkbox"/>	Other EP	<input type="checkbox"/> *

SUBJECT: Case Processing Errors Impacting Performance Outcome Payments

CROSS REFERENCE: Administrator's Memo [13-03](#): *Performance Outcome Claims Wisconsin Works (W-2) Agencies Were Unable to Enter in CARES*
Operations Memo [09-65](#): *Instructions for Moving a Participant to CMF*
Operations Memo [12-65](#): *Updates to the Wisconsin Works (W-2) Case Transfer Policy*
Operations Memo [12-68](#): *Updates to Prorated Community Service Job (CSJ) and Case Management Follow-up (CMF) Policies*
Operations Memo [13-09](#): *Clarifying Instructions for Processing W-2 Case Closures, Person Adds, and Person Deletes in CARES Worker Web*
Operations Memo [13-30](#): *Eligibility Confirmation on the Web*
Operations Memo 13-48: *W-2 Contractor Payment Structure for 2014 W-2 and Related Programs Contracts*
Operations Memo [13-46](#): *CARES and Emergency Assistance Tracking System Updates for the 2014 Performance Outcome Payments*

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to inform Wisconsin Works (W-2) contractors that the:

1. Bureau of Working Families (BWF) will no longer correct cases when a case processing error prevents a Performance Outcome Payment (POP) claim from being entered into CARES; and

2. BWF will not correct application data incorrectly entered into the Emergency Assistance Tracking System (EATS) that result in the agency not being able to earn an Emergency Assistance (EA) POP.

BACKGROUND

BWF asked W-2 contractors to submit POP claims that could not be entered into CARES due to case processing errors by July 26, 2013. BWF adjudicated the POP claims and identified the data elements necessary to input the POP claims into CARES. Since that process was completed, some W-2 contractors continued to identify POP claims that could not be entered into CARES due to case processing errors. In some limited cases, BWF programmed the POP claims into CARES.

Since January 2014, BWF has received a number of requests to correct EATS data entry errors that resulted in an agency not earning the EA POP for a specific EA application. BWF has not corrected EATS data entry in order to process EA POPs.

CONTRACT REQUIREMENTS

Effective immediately, BWF will no longer correct any cases when a case processing error prevents the POP claim from being entered into CARES. The reason for allowing such claims for the limited period ending July 26, 2013, was to respond to transition issues relating to CARES; the manual correction of claims is not a permanent part of the POP claim process.

Please contact the W-2 CARES Help Desk if a CARES system error prevents the entry of a POP claim or if an EATS system error prevents accurate data entry for an EA application. A system error is any CARES programming error that does not allow the entry of a valid POP claim. The worker has no control over a system error.

COMMON CARES PROCESSING ERRORS

There are some common case-processing errors that have prevented some POP claims from being entered into CARES. This is not an all-inclusive list of errors; it describes issues BWF is aware of.

CARES Edit	Known Processing Error	Correct Process
<p>Can't request SSI Claim. Participant is open in Work Programs.</p> <p>Or</p> <p>SSI Claim not allowed. PIN not open in SD activity in this WP episode.</p>	<p>Case is referred to Work Programs by processing CARES screen AIWP.</p> <p>The W-2 Program Request page in CWW was not reviewed/updated to change the W-2 program request to NO. A new W-2 sequence is created which prevents the SSI/SSDI performance outcome claim from being entered.</p>	<p>Upon receipt of Alert 245 – SSI/SSDI Received, run eligibility with a date.</p> <p>Do not process screen AIWP.</p> <p>Change the “Requesting this Program/Subprogram of Assistance?” response from YES to NO on the W-2 Program Request page in CWW.</p> <p>Refer to Operations Memo 13-09.</p>

SSI Claim not allowed. No Open W-2 placement as of the SD activity entry date.	The SS(D)I Advocacy/Application (SD) activity code is entered into CARES prior to the placement begin date on WPWW.	Do not assign the SD activity code on screen WPCS prior to the WPWW placement begin date. SD is not an upfront activity.
SSI Claim not allowed. SD activity was open for less than 60 days.	The SD activity code is closed and later reopened on WPCS/WPCH during the same W-2 episode.	The SD activity code on WPCS/WPCH must be open for 60 consecutive days. Refer to Operations Memo 12-65 .
Parent not open in activity on primary employment begin date.	The end dates for activities related to the paid placement on WPCS/WPCH were backdated to the employment begin date.	Do not backdate the end dates of activity codes on WPCS/WPCH. The activity code end date must match the date of the placement change. Refer to Operations Memo 09-65 and 12-68 .
Scenario	Known Processing Error	Correct Process
W-2 eligibility sequences	The case is closed due to a six month review not being completed prior to the Adverse Action (AA) date. As a result, the CARES system de-requests or closes the W-2 case.	The case can be reopened but a POP claim cannot be entered due to the previous W-2 sequence ending. Refer to Operations Memo 13-09 .

KNOWN CARES ISSUES

There are two known system issues that prevent a POP claim from being entered into CARES. Please send these issues to the W-2 CARES Help Desk.

1. There may be old Work Programs referrals that prevent the POP claim from being entered. An old Work Program referral can be identified by the date, which will be prior to the date of the attempted disenrollment. Please send these scenarios to the W-2 CARES Help Desk for additional research.
2. Work related POP claims cannot be entered if the case has transferred to a new county in the same geographical area and the transfer effective date is prior to the employment begin date. CARES will display the following edit: Employment begin date cannot be prior to transfer-in effective date. Please send these scenarios to the W-2 CARES Help Desk for additional research.

COMMON EATS ERRORS

The following are some common errors which may result in a W-2 contractor not earning the EA POP:

EATS Entry Field	Known Error	Correct Process
EA Application Date	<p>The EA Application Date cannot be edited once an application is Confirmed.</p> <p>A Supervisor cannot edit an EA application when the EA Application Date is more than one year in the past.</p>	<p>The EA application must be entered correctly into EATS, and the EA application must be Confirmed within five working days.</p>
On Hold Status	<p>An EA application with a status of On Hold is not completed within five working days of the EA application date, so EATS deletes the On Hold application in an overnight batch process.</p>	<p>The EA application must be changed to Approved or Denied and must be Confirmed within five working days of the EA Application Date. If the application is deleted, the agency must enter the information again as a new application, using the same EA application date.</p>
Approved or Denied Status	<p>The agency enters an EA application with status of Approved or Denied but does not Confirm the application prior to the end of the fifth working day.</p>	<p>The EA application must be completed and confirmed within five working days of the EA Application Date.</p>

AGENCY ACTION

W-2 contractors are responsible for workers processing cases correctly and timely in CARES and EATS. W-2 contractors must update any relevant local agency procedures.

CONTACTS

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 CARES Help Desk

DCF/DFES/BWF/DVD