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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: 14-09

DATE: 04/22/2014

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

SUBJECT: W-2 CWW Enhancements to the Review Driver Flow, Case Summary Page, and Geocator Address Functionality

CROSS REFERENCE: Operations Memo:

- [14-J1](#): *Wisconsin Works Eligibility Reviews in CARES Worker Web*
- [12-64](#): *CWW Wisconsin Works Geographical Area Assignment and Lookup Tool*

EFFECTIVE DATE: April 26, 2014

PURPOSE

The purpose of this memo is to announce CARES Worker Web (CWW) changes to the Geocator agency assignment functionality, the Case Summary Page, and the W-2 Review Driver flow.

BACKGROUND

In the past two years, the Bureau of Working Families (BWF) has made changes to CWW to support the W-2 program and improve W-2 worker efficiency.

In December 2012, BWF created a system enhancement to identify the correct W-2 geographical area locations for applicants and participants. BWF updated the CWW **General Case Information** page to assign and display the W-2 Geographical Area based on a household address (Milwaukee) or county (BOS). In addition to determining the W-2 Geographical Area, the Geocator collects the latitude and longitude of each verified address and stores this information in a database table that is used for reports. When a household

address is not located through the **Address Verification** page, there is no latitude or longitude data collected.

In February 2014, BWF created a new W-2 eligibility review driver flow that expedited the W-2 review process while not adversely affecting other programs' review dates.

In an effort to continue to increase worker efficiency, BWF has made additional changes to CWW. The changes described under the **W-2 REVIEW DRIVER FLOW** section only apply to that driver flow and do not apply to the W-2 application and person add driver flows.

CARES CHANGES

GEOLOCATOR

Current Process: The W-2 Geographical Area is assigned through the address verification process during the application driver flow or when an address is changed. The address is collected on the **General Case Information** page. The address is verified, and the Geographical Area is determined on the **Address Verification** page. During verification, the system also collects the latitude and longitude data for the address and stores it on a table that is used to create reports.

Updated Process: The address verification process will now attempt to collect the latitude and longitude data during W-2 eligibility reviews if the data had not been collected successfully during the application driver flow or address change process. During the W-2 review driver flow, CWW will revisit the **Address Verification** page to attempt to re-determine the geolocation, which includes receiving the latitude and longitude coordinates through the address look-up service.

In Milwaukee, if the geolocation is still not available, the agency will be required to assign a W-2 geographical area in the Override W-2 Geographical Area field on the **General Case Information** page. In the Balance of State, the W-2 Geographical Area field will repopulate with the correct Geographical Area based on the participant's county of residence.

W-2 REVIEW DRIVER FLOW

Past Process: During a program eligibility review, CWW would clear out all of the answers to the gatepost questions regardless of whether the question was relevant or not to a specific program, forcing workers to re-enter the information during the review. In February 2012, BWF changed the W-2 driver flow so that CWW would retain the answer to any question that was answered YES and was relevant to W-2 eligibility. If the answer was NO, CWW cleared it out regardless of whether the answer was relevant to W-2 or not in order for the FEP to re-enter the information.

Updated Process: If a gatepost question is answered NO and the question is not relevant to W-2 eligibility, CWW will not clear out the answer during a W-2 eligibility review. If the answer is NO and the question is relevant to W-2 eligibility, CWW will clear out the NO so that the FEP is reminded to discuss with the participant any potential changes to the information.

CASE SUMMARY PAGE

BWF has made several changes to the CWW **Case Summary** page. First, the former Office/Filing Information section is now called the Office/Worker Information section. W-2 Geographical Area, FEP, and W-2 Participant fields have been added to this section. Second, the filing location has been removed. Third, an enhancement has been made that allows a CARES user to click on the Assigned Worker or the FEP user ID to display the Worker Information box that contains the worker's contact information, including the worker's e-mail address. When a user clicks on the e-mail link, the default e-mail service will open an e-mail composer window with the e-mail address automatically populated.

Case Summary [Reset]

Summary Information
Primary Person: NIAGARA WATER 38F PP

Contact Information
County of Residence: 40 - MILWAUKEE COUNTY
Household Address: 1856 N 72ND ST WAUWATOSA WI 532132354
Phone: [Redacted] Alternate Address: [Redacted] Phone: [Redacted]

Office / Worker Information
Office: MILWAUKEE W-2 ELIG - WEST CENTRAL (5614)
County / Tribe: 40 - MILWAUKEE COUNTY
IM Consortium: STATE CONSORTIUM
Assigned Worker: JANE KAHL XCTV59
Caseload: 5448
W-2 Geographical Area: 04 - MILWAUKEE WEST CENTRAL
FEP: JANE KAHL XCTV59
W-2 Participant: NIAGARA WATER 38F

Case Information
Language: S - SPANISH
Last Review Date: 04/03/2014
Next Review Date: 10/31/2014
Case Closed Date: [Redacted] Case Web Status: WEB

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App
0150747101	40	Walk-in	INDIVIDUALS PROCESSED	07/12/2013	[Redacted]

What would you like to do?
Workflow Options Case Maintenance

Callouts:
- A box labeled "W-2 Information" points to the W-2 Geographical Area, FEP, and W-2 Participant fields.
- A box labeled "CWW users may now click on the underlined worker ID and a pop up window with the workers Phone and Email contact information will display." points to the underlined worker ID "XCTV59".

Office / Worker Information
Office: MILWAUKEE W-2 ELIG - WEST CENTRAL (5614)
County / Tribe: 40 - MILWAUKEE COUNTY
IM Consortium: STATE CONSORTIUM
Assigned Worker: JANE KAHL XCTV60
W-2 Geographical Area: 04 - MILWAUKEE WEST CENTRAL
FEP: JANE KAHL XCTV59

Worker Information

Summary Information
Worker ID: XCTV59 Worker Name: JANE KAHL

Contact Information
Phone: 608-266-3681 Fax: [Redacted]
E-mail: JANE.K@WISCONSIN.GOV

Address Information

Number	Unit	Dir	St/Rural/Rt/Box #	Suffix	Quad	Apt
1		W	WILSON	ST		

Additional Address Info
PO BOX 7850
City: MADISON State: WI ZIP: 53707-7850

Close

Callout: A box labeled "Click on e-mail link to open e-mail composer using your agency default e-mail service." points to the e-mail link "JANE.K@WISCONSIN.GOV".

ACTION REQUIRED

W-2 agencies must discuss the CWW changes with staff and 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 Help Desk

*Program Categories: FoodShare (FS), Medicaid (MA), BadgerCare Plus (BC+), Senior Care (SC), Caretaker Supplement (CTS), Child Care (CC), Wisconsin Works (W-2), FoodShare Employment and Training (FSET), BadgerCare Plus Basic (BC+ Basic), BadgerCare Plus Core (BC+ Core), Children First (CF), Emergency Assistance (EA), Job Access Loan (JAL), Refugee Assistance Program (RAP), Other Employment Programs (Other EP).

DCF/DFES/BWF/JK