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: 14-18		
DATE: 09/25/2014		
W-2 ☒	**EA** ☐	**CF** ☐
JAL ☒	**RAP** ☐	**Other EP** ☐*

SUBJECT: **CWW Enhancements to Work Program Worker Alerts and Detail Page Functionality**

CROSS REFERENCE: 1.4.2.1 Wisconsin Works Manual
14-14 CWW Enhancements to Worker Alerts and Wisconsin
Works Program Request Functionality

EFFECTIVE DATE: September 29, 2014

PURPOSE

The purpose of this memo is to announce changes to the Work Program-related alerts and CARES Worker Web (CWW) detail page scheduling functionality.

BACKGROUND

In June 2014, new functionality was introduced to assign eligibility-related alerts by worker ID and to allow workers with the same security profile who are in the same office to delete alerts as though they are the worker assigned to the alert. The same is true for IM workers. In an effort to continue to increase worker efficiency, the Bureau of Working Families (BWF) has made additional changes to the CWW worker alert functionality.

In addition, BWF has made changes to the W-2 application, W-2 program add, and W-2 review driver flows to prevent irrelevant CWW detail pages from being scheduled.

POLICY

There are no W-2 policy changes.

CARES WORKER WEB CHANGES

WORKER ALERTS

Current Functionality: Eligibility alerts display in the CWW Action Items panel. CWW assigns eligibility alerts by worker, using worker IDs for most CWW eligibility alerts. The worker ID to which the eligibility alert is assigned is displayed in front of the alert text in the Action Items panel. If an eligibility alert applies to both the W-2 and Income Maintenance (IM) programs, then CWW displays the alert twice and assigns it to both the IM worker and the Financial Employment Planner (FEP). (See Operations Memo 14-14 *CWW Enhancements to Worker Alerts and Wisconsin Works Program Request Functionality* for more information).
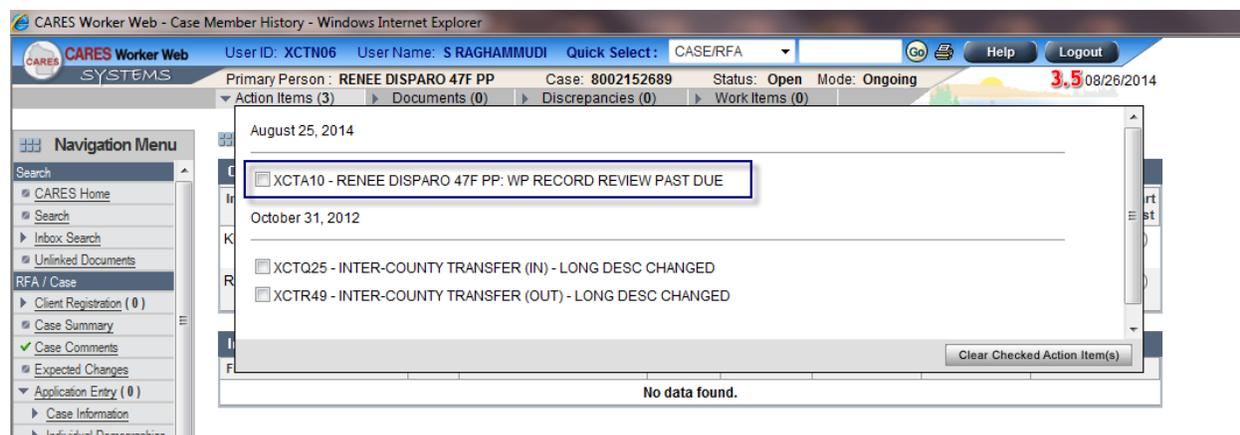
Work program alerts only display on CARES screen CMWA.

Updated Functionality: CWW will display work program alerts in the Action Items panel in CWW with eligibility alerts. The FEP Worker ID to which the work program alert is assigned will display in front of the alert text in the same way it currently does for the eligibility alerts. Deleting work program alerts in the Action Items panel will be restricted to the assigned FEP and to FEPs with access to cases in the office in which the W-2 case is assigned.

FEPs may delete alerts from either the Action Items list in CWW or on CARES Screen CMWA. CWW will remove the alerts from both screens when a FEP deletes them from one of these screens.

➢ **Reminder**: FEPs must check their alerts daily and take appropriate action. As always, whenever a FEP makes a change in a case, including changes that a FEP makes in response to an alert, the FEP must enter a case or PIN based comment documenting the specific change.

W-2 APPLICATION AND REVIEW DRIVER FLOWS

Current Functionality: When a FEP is going through the application, program add, or review driver flow, CWW requires the FEP to review gatepost questions and go to CWW detail pages for questions s that are not relevant to W-2 program eligibility.

Updated Functionality: When a W-2 application, W-2 program add, or W-2 review is initiated in CWW, CWW will no longer schedule detail pages for information that is not relevant to W-2 program eligibility. This means that if a gatepost page question is relevant to a program other than the W-2 program and has been answered 'Yes', the question on the gatepost page will be read only and the corresponding detail page will not be scheduled. However, if the question is relevant to W-2 program eligibility and the answer entered on the gatepost page is 'No', the FEP will be able to change this to a 'Yes' and the detail page will be scheduled. FEPs must not update and verify eligibility information that is not relevant to the W-2 program.

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

DCF/DFES/BWF/JK