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State of Wisconsin
Governor Scott Walker



TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators

FROM: Kath McGurk, Director
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Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

DECE/BWF OPERATIONS MEMO

No: 14-J6

DATE: 07/15/2014

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

SUBJECT: CARES Security Profile Changes for Child Care and Wisconsin Works Workers

CROSS REFERENCE: [Operations Memo 12-70](#)

EFFECTIVE DATE: June 30, 2014

PURPOSE:

The purpose of this memo is to inform Child Care and Wisconsin Works (W-2) workers of changes in the W-2 workers' CARES Worker Web (CWW) security profile that will prevent W-2 workers from accessing, processing, or confirming Child Care cases.

BACKGROUND:

On January 1, 2013, in [Operations Memo 12-70](#), the Bureau of Working Families (BWF) and the Department of Health Services (DHS) introduced changes in W-2 and Income Maintenance (IM) workers' CARES CWW security profiles to improve worker efficiency while not adversely affecting the eligibility determination functionality for their respective programs. This included restricting IM workers from accessing and updating CWW pages that are specific to W-2 and

confirming W-2 eligibility. Similarly, W-2 workers were restricted from performing the same functions for IM programs.

At that time, BWF stated in the memo that the security changes did not affect the Wisconsin Shares Child Care (CC) program. Both IM and W-2 workers were able to access CC specific pages, although CC eligibility determination and confirmation remained the responsibility of County Human/Social Service agencies. BWF further noted in the memo that, despite having security access, W-2 workers must not create CC RFA's or populate CC only fields.

The Division of Early Care and Education (DECE) has now taken steps to update security for CC cases.

POLICY REMINDERS:

There is no change in CC policy.

Child Care policy requires that Child Care eligibility be processed by IM workers in the customer's county of residence. Any IM worker in the consortium may process change reports, process Six Month Report Forms (SMRF), and write authorizations.

Only within the WREA consortium may all actions on a child care case be processed by any IM worker within the consortium.

Child Care policy does not allow for W-2 Workers to enter, process, or confirm CC cases.

CARES WORKER WEB CHANGES:

PRIOR FUNCTIONALITY

Previously, IM workers have security profiles that allow them to enter, process, and confirm CC program requests, according to policy. While current policy restricts W-2 workers from performing these functions for CC, W-2 worker security profiles do not restrict them from doing so in CWW.

UPDATED FUNCTIONALITY

Effective June 30, 2014, W-2 worker security profiles prevent them from entering, processing, and confirming CC eligibility in CWW. The IM workers security profiles remain unchanged and, therefore, this change in functionality should be transparent to IM workers.

Based on the IM, CC, and W-2 worker security profiles and the specific CWW page being processed, CWW access is: 1) completely restricted; 2) partially restricted based on the fields or functionality on the specific page; or 3) completely unrestricted.

The following chart lists the CWW pages and the page restrictions:

CWW Pages and CARES Screens	W-2 Worker Access	IM Worker Access
Record Six Month Report Actions (SMRFs)	Read only access	No security restrictions
CC Request	Begin Month and Program Filing date fields	No security restrictions
Request for Assistance (RFA) Program Requests	W-2 field	All fields except W-2
Group Level Program Request	W-2 field	All fields except W-2
Merge Program Request with Case	W-2 field	All fields except W-2
General Case Information	All fields except Address Verification Field.	All fields enabled
Application/Interview Details	'Interview Type' dropdown enabled for W-2 program	'Interview Type' dropdown enabled for all programs except W-2
Verification Due Date	W-2 field	All fields except W-2
Generate Summary	New W-2 only Signature Field	All fields except W-2 Signature Field
Manual CC Eligibility	Read only access	All fields enabled
Client Registration Driver Flow	IM/CC only RFA is read-only	W-2 only RFA is read-only
Confirmation Screen	Can only confirm W-2 program	Can confirm all programs except W-2
Override AG Review Dates	Can only update and override W-2 review month	Can update and override all programs except W-2

ACTION REQUIRED

IM and W-2 agencies must discuss the CWW changes with staff and update any relevant local agency procedures.

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at <http://dcf.wisconsin.gov/files/regionaloperations/pdf/contactlist.pdf>.

For Child Care CARES/CWW, CSAW and CCPI Processing Questions statewide and policy questions in Milwaukee County contact the Child Care Help desk at: childcare@wisconsin.gov or (608) 264-1657.

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 – 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, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

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