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**State of Wisconsin  
Governor Scott Walker**

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

**FROM:** Margaret McMahon, Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

**BWF OPERATIONS MEMO**

**No: 15-04**

**DATE: 03/11/2015**

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

**SUBJECT: CARES Worker Web Enhancement to Require a Social Security  
Number or a Social Security Number Application Date**

**CROSS REFERENCE:** W-2 Manual, Sections [2.2.1, #14](#) and [4.1.2](#)  
[CARES Worker Web Application Entry Desk Aid](#)

**EFFECTIVE DATE:** March 21, 2015

**PURPOSE**

The purpose of this memo is to inform Wisconsin Works (W-2) agencies that CARES Worker Web (CWW) will be enhanced to support policy requiring all members of a W-2 group to provide either a Social Security Number (SSN) or an SSN application date if the group member has no SSN.

**BACKGROUND**

W-2 policy requires that all W-2 group members provide an SSN or proof of SSN application. Currently, if a W-2 group member does not have an SSN, CWW does not require the Financial and Employment Planner (FEP) to enter and verify the individual's SSN application date. Therefore, FEPs have incorrectly determined individuals to be eligible who have neither an SSN nor an SSN application date. The Legislative Audit Bureau (LAB) has cited this error in its annual audits.

To support eligibility policy and prevent further LAB findings, CWW will require FEPs to enter either an SSN or verification of an SSN application date for all individuals in the W-2 group effective March 21, 2015.

**POLICY**

There are no policy changes associated with this memo.

**CARES CHANGES**

Currently, CWW determines a W-2 group eligible even if one or more individuals in the group have blank values in both the **Household Members** page **SSN** field and the **Permanent Demographics** page **SSN Application Date** field. To support W-2 policy, the Bureau of Working Families (BWF) is making the changes described below.

HOUSEHOLD MEMBERS PAGE

This chart describes changes to the **Household Members** page:

Current Functionality	New Functionality
<p>If the FEP enters a ? in the <b>SSN Override Verification</b> field, CWW will only pend for SSN if the <b>SSN Application Date</b> field and corresponding verification field on the <b>Permanent Demographics</b> page are blank.</p>	<p>If the FEP enters a ? in the <b>SSN Override Verification</b> field, CWW will now pend for SSN if the <b>SSN Application Date</b> field and corresponding verification field on the <b>Permanent Demographics</b> page are blank <u>or have been previously verified, but the actual SSN has not yet been provided.</u></p>

**Example:** At intake, a W-2 applicant with no SSN provides verification of her SSN application date. At her W-2 review, the FEP asks for her SSN, but she does not remember the number. The FEP enters a ? in the **SSN Override Verification** field, runs eligibility thus pending the eligibility determination, and generates the Notice of Proof Needed (also known as the verification checklist). In order to remain eligible for W-2, this individual must provide her SSN.

**Permanent Demographics** Cancel

Total: 3

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**Individual Demographic Information**

**Effective Period**  
Last Updated: 02/18/2015

**Individual Details**  
 \* Individual: CHRISTINA FOLEY 43F PP  
 \* Language: E - ENGLISH  
 \* Are you a US citizen: Yes

Birth Place: WI - WISCONSIN  
 Date Of Death: MM / DD / YYYY  
 SSN Application Date: MM / DD / YYYY

Verification: BQ - BIRTH RECORD QUERY  
 US Citizenship MA Verification:   
 Source:   
 Verification:

**If the individual does not have a SSN, enter the SSN application date and corresponding verification on the Permanent Demographics page.**

**Household Members** Cancel    
Total: 3

**Current Household Members**

TOM NIETO 26M PP	CASEY LAMAR 5F DAU	CARLITO NIETO 1M SON
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**Effective Period**  
 Last Updated: 03/06/2015  
 Delete:  Delete Reason:

**Individual Name**  
 \*First Name: TOM MI: P \*Last Name: NIETO Suffix:

**Additional Information**  
 \* Gender: MALE  
 SSN: --  
 \* Birth Date: 06 / 09 / 1988  
 SSA Verification:   
 SSN Override Verification: ? - Not Yet Provided  
 \* Verification: DR - DRIVER'S LICENSE

PERMANENT DEMOGRAPHICS PAGE

This chart describes changes to the **Permanent Demographics** page:

Current Functionality	New Functionality
<p>CWW does not require collection of an SSN application date when there is no SSN for an individual in a W-2 group.</p>	<p>CWW will require collection of an SSN application date for any member of a W-2 group who does not have an SSN entered on his or her <b>Household Members</b> page. While in a driver flow, the FEP will not be able to move past the individual's <b>Permanent Demographics</b> page without entering the individual's SSN application date.</p>
<p>At W-2 review, the SSN application date verification value clears out.</p>	<p>At W-2 review:</p> <ul style="list-style-type: none"> <li>CWW will only clear out the SSN application date verification value if it is: ?, Q?, or PN. If the FEP or Income Maintenance (IM) worker has verified the SSN application date, CWW will not clear out the verification value.</li> <li>If a verified SSN application date is 45 days or more from the current date, CWW will require that the FEP navigate back to the <b>Household Members</b> page and either enter the individual's SSN or pend for SSN. It is expected that the individual would have his or her SSN at this point.</li> </ul>

Example: At W-2 intake, the applicant tells her FEP that she has applied for her newborn's SSN, but did not bring the verification to the intake appointment. On the newborn's **Permanent Demographics** page, the FEP must enter the current date in the **SSN Application Date** field and PN in the corresponding verification field. The FEP must then run eligibility and generate the Notice of Proof Needed (also known as the verification checklist) requesting verification of the newborn's SSN application date.

- **Note:** When pending newborns for SSN application dates, FEPs must use the PN (Not Yet Verified for W-2 or Child Care) and FN (Never Verified for W-2 or Child Care) codes to pend or fail W-2, respectively. These codes allow IM assistance groups to pass eligibility even without the SSN application date because failure to provide this must not delay eligibility for newborns for IM programs.

**Permanent Demographics** Cancel    
Total: 2

**Individual Demographic Information**

Effective Period  
Last Updated: 12/19/2014

**Individual Details**

\* Individual: CARLITO NIETO 1M SON

\* Language: E - ENGLISH

\* Are you a US citizen: Yes

Birth Place:

Date Of Death: MM / DD / YYYY

SSN Application Date: MM / DD / YYYY

Verification: BC - BIRTH CERTIFICATE

US Citizenship MA Verification: GF - GOOD FAITH EFFORT - RECIPIENT

Source:

Verification:

**Because this individual does not have an SSN, the FEP must enter and verify the individual's SSN application date.**

In addition to the changes on the **Household Members** and **Permanent Demographics** pages, the following changes will also be made:

- CWW will fail the entire group if any individual in the W-2 group fails to provide either an SSN or SSN application date; and
  - Reason code 241 (*Group member refuses to give or get a Social Security Number*) will replace the current reason codes 250 (*There is no eligible child in the household*) and 673 (*There is no eligible adult in the household*).
- **Note:** FEPs must not enter NO in the **SSN Cooperation** field on the **Current Demographics** page to fail an individual who refuses to apply for an SSN or provide an SSN. As described above, FEPs must only use the **SSN Application Date Verification** or the **SSN Override Verification** fields to fail an individual under these circumstances.

## TRAINING

The BWF Training Section is updating its [CARES Worker Web Application Entry Desk Aid](#) to incorporate the changes described in this memo.

***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/GS