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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: 15-09

DATE: 06/19/2015

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

**SUBJECT: Wisconsin Works CARES Worker Web Enhancements – Caseload
Search Criteria Page Functionality and New Learnfare Alert**

CROSS REFERENCE: Process Help, Section [6.3](#)
Wisconsin Works Manual Chapter [16.2.3](#)

EFFECTIVE DATE: June 6, 2015

PURPOSE

The purpose of this memo is to provide information on the following two CARES Worker Web (CWW) enhancements:

1. Allowing W-2 agencies the option to use the **Caseload Management Search Criteria** functionality to identify W-2 cases that have Work Program alerts.
2. A new Learnfare alert when a child in the W-2 group is turning six.

BACKGROUND

Currently the **Caseload Management Search Criteria** page in CWW does not display Work Program and Child Care alerts in an aggregate view as it does for IM programs. Wisconsin Works (W-2) agencies requested that the Bureau of Working Families (BWF) add Work Program alerts as a category on the Caseload Management page.

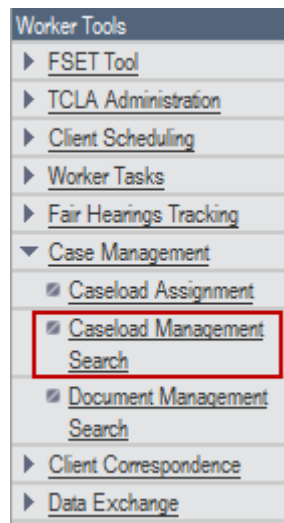
W-2 policy requires that an applicant or participant verify school enrollment for all W-2 group members between the ages of 6-17 years old. Currently Financial and Employment Planners (FEPs) confirm school enrollment at reviews. To ensure FEPs are requiring school enrollment verification when a child turns the age of 6, CWW will send an alert to the FEP 24 to 30 days prior to child turning 6 as a reminder.

POLICY CHANGE:


There are no policy changes associated with these system changes.

CARES/CWW CHANGES:**Caseload Management Search Criteria Page**

The **Caseload Management Search Criteria** page can be accessed from the 'Worker Tools' section of the Navigation Menu.



The **Caseload Management Search Criteria** page contains two parts:

1. The "Caseload Search Criteria" section currently allows workers to search for cases based on selected criteria and then displays a list of cases or case count that meet the selected criteria.
2. The 'Alerts' subsection under the "Action Items" section currently contains different categories of alerts. BWF added Work Programs as a category to allow FEPs to search cases based on actions that FEPs need to take on their W-2 cases. By clicking on the Reference Table Pop Up icon (), FEPs will be able to see a list of cases that have alerts in the selected category or a count of cases meeting the selected criteria.

For additional information on how to use this page to search for specific cases within a caseload see Process Help [6.3](#).

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (0)
 - Generate Summary
 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Potential Error Listing
 - Confirm Eligibility
 - Refer to FSET
 - FS Clock
 - Override AG Review Dates
 - Post Confirmation
 - Query
 - Benefit Issuance
- Worker Tools
 - FSET Tool
 - IMQA 2nd Party
 - SSI-MA Administration
 - TCLA Administration
 - Client Scheduling
 - Worker Tasks

Caseload Management Search Criteria

Reset

Caseload Search

Restore to Default Search Criteria

Save Search Criteria

Caseload Search Criteria

☒ County / Tribe: 40 - MILWAUKEE COUNTY

Office:

☐ IM Consortium:

☐ W-2 Geographical Area:

Additional Search Criteria

Worker:

Caseload:

FEP ID:

Language: - Any Language

First Letter of PP's Last Name: A to Z

Case Status:

☒ Pending ☒ Closed less than or equal to a calendar month ☒ Closed more than a calendar month

☒ Open ☒ Denied less than or equal to 30 days ☒ Denied more than 30 days

Case Mode:

☒ Intake ☒ Ongoing ☒ Closed

☒ Review ☒ Simulation ☒ Asset Assessment

Filing / Request Date: Less than 30 days

☐ Before MM/DD/YYYY

☐ Between MM/DD/YYYY and MM/DD/YYYY

Review Month: MM/YYYY

Verification Due Date: Any

☐ Before MM/DD/YYYY

☐ Between MM/DD/YYYY and MM/DD/YYYY

Confidential:

☒ Yes ☒ No

Action Items

Online Submissions	Alerts
<input type="checkbox"/> Application Linked - Ready for Intake	<input type="checkbox"/> Overdue Eligibility Determination
<input type="checkbox"/> Intake Initiated - Eligibility not Initiated	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Change Report/Online Renewal/SMRF Received - Ready for Processing	<input type="checkbox"/> Benefit Issuance
<input type="checkbox"/> Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated	<input type="checkbox"/> Information
	<input type="checkbox"/> Waiting on DDB Decision
	<input type="checkbox"/> Outstanding Verifications Past Due
	<input type="checkbox"/> Outstanding Verifications Approaching
	<input type="checkbox"/> Documents Received
	<input type="checkbox"/> Documents Waiting
	<input type="checkbox"/> Initiate Eligibility and Confirm
	<input type="checkbox"/> Work Programs
	<input type="checkbox"/> Child Care

What would you like to do?

☒ View to select cases meeting the above criteria

☐ View counts of cases meeting the above criteria

New Learnfare Alert

The weekly Saturday CWW batch process will trigger a new Learnfare alert for all cases with at least one child, who has a participation status of counted or eligible in an open or pending W-2 Assistance Group and will be turning six years old between 24 and 30 days from the current date. Each case must also have at least one W-2 eligible adult in a W-2 paid placement.

CARES Worker Web - Case Summary - Windows Internet Explorer

CARES Worker Web User ID: XCTA1G User Name: S SUBRAMANIA Quick Select: CASE/RFA Go Help Logout

Primary Person: DARLA DOY 35F PP Case: 9002900791 Status: Open Mode: Ongoing 3.5 05/19/2015

Action Items (6) Documents (0) Discrepancies (0) Work Items (0)

May 18, 2015

- ☐ XCTN06 - INTER-COUNTY TRANSFER (OUT) - LONG DESC CHANGED
- ☐ XCTO19 - RUN SFU AND ED/BC - LONG DESC changed
- ☒ XCTO19 - Verify School Enrollment for 6y
- ☐ XCT266 - RUN SFU AND ED/BC - LONG DESC changed
- ☐ XCT266 - INTER-COUNTY TRANSFER (IN) - LONG DESC CHANGED

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