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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: 16-12

DATE: 6/17/2016

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: ***CARES Worker Web Enhancements and Updates for Wisconsin Works***

CROSS REFERENCE: BWF Operations Memo [16-06](#): CARES Enhancement to Support Wisconsin Works Temporary Absence Policy
Joint Operations Memo [15-J2](#): Enhancements to Discrepancy Panel and Workload Dashboard Functionality in CARES Worker Web (CWW)
Joint Operations Memo [14-J7](#): Implementation of Electronic Customer Correspondence

EFFECTIVE DATE: June 25, 2016

PURPOSE

The purpose of this Operations Memo is to announce enhancements and updates to CARES Worker Web (CWW) for the Wisconsin Works (W-2) program effective June 25, 2016.

BACKGROUND

The Bureau of Working Families (BWF) has identified several areas in which CWW was not functioning correctly or could be enhanced for W-2. Some changes are in response to W-2 agency requests for updates to CWW.

POLICY

There are no policy changes associated with this memo.

CWW CHANGES

1. ADDITION OF W-2 SWICA CALCULATIONS

Prior to June 25, 2016, the **FPL Details** section on the **SWICA Discrepancy Details** page displayed Federal Poverty Level (FPL) calculations for only the program with the most restrictive financial eligibility criteria for which the participant was receiving benefits.

As of June 25, 2016, CWW will display calculations for W-2 under the **FPL Details** section in addition to the most restrictive program. When Financial and Employment Planners (FEPs) are working SWICA discrepancies, this enhancement will reduce both the time and potential human error involved with performing manual calculations.

See Operations Memo [15-J2](#) for more information about SWICA discrepancies.

SWICA Discrepancy Details

Individual Information									
PIN:			Name:			Updated Date: 10/30/2015			
Case:			Discrepancy on other Case:	NO					
SWICA Wage Details									
Report Quarter:	2/15								
Quarter Begin:	04/2015				Quarter End: 06/2015				
Total CARES Wages this quarter:	\$7283.25								
SWICA Employer Information									
SWICA Employer ID	SWICA Employer Name					Quarterly SWICA Amount			
550029	AURORA HEALTH CARE METRO, INC					\$7,085.00			
777392	EXPERIS US INC					\$801.00			
Tolerance Details (Individual Level Depending on Program)									
+									
FPL Details (Assistance Group Level)									
-									
Assistance Group	Sequence	Benefit Month	Converted/Monthly SWICA Wage	CARES Wage	Employment Difference (SWICA - CARES)	CARES Gross Income	New Gross Income (CARES Gross Income + Employment Difference)	FPL Amount	FPL Test
MAGA	01	04/2015	\$2,426.46	\$1,170.00	\$1,256.46	\$1,170.00	\$2,426.46	\$2,020.83	Fail
MAGA	01	05/2015	\$2,426.46	\$1,170.00	\$1,256.46	\$1,170.00	\$2,426.46	\$2,020.83	Fail
MAGA	01	06/2015	\$2,426.46	\$1,170.00	\$1,256.46	\$1,170.00	\$2,426.46	\$2,020.83	Fail
WW C	01	04/2015	\$2,608.44	\$1,257.75	\$1,350.69	\$1,257.75	\$2,608.44	\$2,324.00	Fail
WW C	01	05/2015	\$2,608.44	\$1,257.75	\$1,350.69	\$1,257.75	\$2,608.44	\$2,324.00	Fail
WW C	01	06/2015	\$2,608.44	\$1,257.75	\$1,350.69	\$1,581.75	\$2,932.44	\$2,324.00	Fail

2. ADDITION OF NADA VALUE LOOK-UP LINK

BWF has added a National Automobile Dealers Association (NADA) Value Look-Up link directly below the current Kelly Blue Book (KBB) Value Look-Up link on the **Vehicle Asset** page. The W-2 Agencies requested this link to allow them to connect directly to the online NADA Guide to look up the current estimated value of an applicant or participant's vehicle, in addition to the online KBB, to assist in the financial eligibility determination.

Description And Usage	
Year:	<input type="text"/>
Model:	<input type="text"/>
* Required To Be Registered?	<input type="checkbox"/> <input type="checkbox"/>
License Plate #:	<input type="text"/>
* Usage:	<input type="text"/> <input type="checkbox"/>
Usage:	<input type="text"/> <input type="checkbox"/>
Usage:	<input type="text"/> <input type="checkbox"/>
* Fair Market Value:	\$ <input type="text"/> <input type="text"/> KBB Value Look-Up NADA Value Look-Up
Amount Owed:	\$ <input type="text"/> <input type="text"/>
Equity Value:	\$ <input type="text"/> <input type="text"/>
Obsolete Information	
* Registered:	<input type="text"/> <input type="checkbox"/>
* Verification (Fair Market Value):	<input type="text"/> <input type="checkbox"/>

3. W-2 PAPERLESS CORRESPONDENCE

Since March 2014, W-2 participants who were also receiving health care, FoodShare, or Wisconsin Shares benefits could request to view their program correspondence online via ACCESS, including receiving an e-mail notification when new correspondence had been posted. Participants receiving W-2 only did not have an online correspondence option.

As of June 25, 2016, FEPs may request online correspondence for participants receiving W-2 only by answering 'YES' to the 'Get letters online with email notifications instead of by regular mail?' question on the **General Case Information** page. If the response is YES, FEPs will be able to enter an email address. The participant will then be able to view certain notices through their ACCESS account (see Operations Memo [14-J7](#) for more information).

4. W-2 TEMPORARILY ABSENT CHILD UPDATES

In March 2016, BWF automated the policy that allows ongoing W-2 eligibility for participants who had children that were temporarily absent from the home. Due to a problem identified with the automation, BWF included in Operations Memo [16-06](#) specific instructions for FEPs to use until the problem was fixed. In the memo, BWF included specific instructions notifying FEPs that they should not answer YES to the question 'Is this Child Temporarily Absent from the home?' nor enter data for the temporarily absent child on the **Current Demographics** page in the **W-2 Temporary Absence Information** section if any eligible child remained in the home.

As of June 25, 2016, FEPs must enter information when a child is temporarily absent from the home and another child remains in the home. Operations Memo [16-06](#) has been amended to remove the previous instructions.

In addition, CWW was not scheduling the **Absent Parent** page when a child was temporarily absent from the home. As of June 25, 2016, CWW will be fixed to schedule this page when necessary. The **Absent Parent** page functionality will not change, however.

5. W-2 UP-FRONT ACTIVITIES UPDATES

BWF made two enhancements to the **W-2 Up-Front Activity Requirements** page. First, prior to June 25, 2016, the question 'Are there any up-front activity requirements?' on the **W-2 Up-Front Activity Requirements** page was often not answered, causing the case to pend. As of June 25, 2016, CWW will require the FEP to respond to the question. This enhancement will prevent cases from pending due to the question being missed.

Second, when a FEP responds '? – Unknown' to the question 'Have the up-front activity requirements been met?', CWW will generate the Verification Checklist. The checklist will remind the participant to review his or her Employability Plan, complete any assigned up-front activities, and provide the date by which he or she must complete the activities.



Action Needed

This section lists actions that you need to take by the due date listed below. Contact us right away if you have questions or problems and we will help you.

What?	Who?	What to do?	Program(s)	Due Date
Complete Up-Front activities that you are assigned.	WWUPFRONT	Refer to the W-2 Employability Plan for more details or contact your W-2 worker.	W-2	May. 25, 2016

AGENCY ACTION

W-2 agencies must familiarize staff with these changes 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/ERR and JK