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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: 16-13

DATE: 06/27/2016

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: Modernizing CARES Work Programs Subsystem – Resources for  
Policy and Systems Changes**

**CROSS REFERENCE:** Administrator's Memo [16-02](#)  
Operations Memos [16-07](#), [16-08](#), [16-09](#), [16-10](#), [16-11](#)  
W-2 Manual sections [4.1.2](#), [6.1](#), [10.4.1](#), [13.2.3.2.4](#), [16.2.3](#), [16.3.1](#),  
[16.4.1](#)

**EFFECTIVE DATE:** Immediately

**PURPOSE**

The purpose of this memo is to:

1. Provide an overview of the systems changes that the Bureau of Working Families (BWF) has made to modernize the CARES Work Programs (WP) subsystem that were not discussed in Operations Memos 16-07, 16-08, 16-09, 16-10, and 16-11;
2. Provide information about the BWF resources available to W-2 agencies for training and ongoing support; and
3. Remind W-2 agencies of the actions they must take after the implementation of the June 25, 2016 systems changes.

## BACKGROUND

As outlined in Administrator's Memo [16-02](#), the Department of Children and Families (DCF's) goal is to modernize the CARES WP subsystem from a mainframe system to a web-based application. One project in this effort focuses on moving case-based CARES WP screen information and system functions to CARES Worker Web (CWW). This is the final memo in a series of memos describing the changes to CWW, any related policy changes, and reminding W-2 agencies of the actions that they must take because of these changes.

## POLICY CHANGES

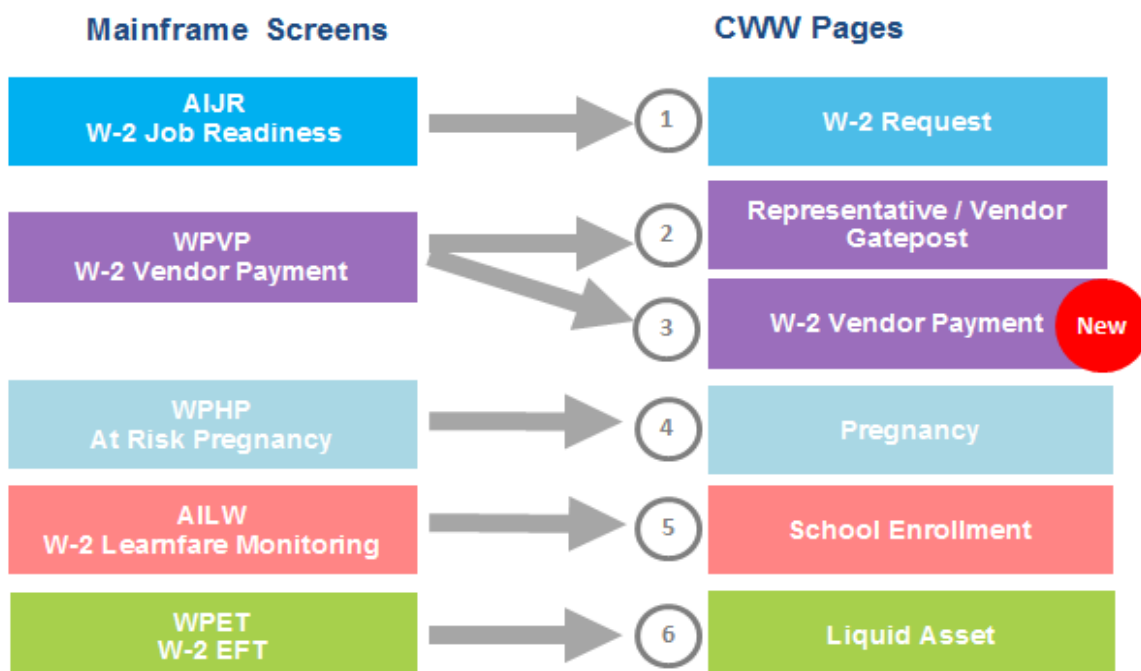
Beginning June 27, 2016, the W-2 Manual will reflect all of the policy changes introduced in Administrator's Memo 16-02 and Operations Memos 16-07, 16-08, 16-09, 16-10, and 16-11.

## CARES AND CWW CHANGES

The systems changes outlined in Administrator's Memo 16-02 and Operations Memos 16-07, 16-08, 16-09, 16-10, 16-11, and this memo become effective on June 25, 2016 when BWF moves the case-based eligibility functionality from the CARES WP mainframe to CWW. This includes functionality related changes identified in this memo.

- **Note:** The attached document, Managing Placements on the Web Redesign Project – New CWW Processes, contains details about the how the system changes function on the new or enhanced CWW pages.

With the June 25 systems changes, the following case-based eligibility CARES WP mainframe screens move to the following CWW pages:



- 1) CARES WP mainframe screen AIJR W-2 Job Readiness moves to the W-2 Request page in CWW.

**W-2 Request** Cancel Reset

**W-2 Program Request**

Effective Period

\* Begin Month: 06 / 2016 Last Updated: 06/03/2016

**Request Details**

\* W-2 Request Date: 05 / 05 / 2016 \* Requesting this Program / Subprogram of Assistance? Yes ☐

Target Type:  Target Individual:

Enter New Begin Month: MM / YYYY Go

**W-2 Work Program Referral For Assessment**

Individual:  Refer Selected Individual

**Subsidized Housing Information**

Last Updated: 06/08/2016

\* Effective Month: 06 / 2016 \* Low Income Subsidized Housing Status: 3 - NO HOUSING SUBSIDY

Enter New Begin Month: MM / YYYY Go

Updated on or before MM / DD / YYYY Go

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Cancel Previous Next

- 2) CARES screen WPVP W-2 Vendor Payment screen has become two CWW pages, which moves to the question "Will your household have a W-2 vendor payment?" to the existing CWW Representatives /W-2 Vendor Gatepost page; and

**Representatives / W-2 Vendor Gatepost** Cancel Reset

**Effective Period**

Last Updated: 06/08/2016

**Representatives**

\* Does your household have a legal guardian/power of attorney? N - No

\* Does your household have an authorized representative? N - No

\* Will your household have an alternate payee? N - No

\* Will your household have a protective payee? N - No

\* Will your household have an authorized buyer? N - No

**W-2 Vendor Payment**

\* Will your household have a W-2 vendor payment? Y - Yes

Based on client's response, populate blank fields as N

Add Case Comment Cancel Previous Next

- 3) The new CWW W-2 Vendor Payment page collects vendor payment information for W-2 applicants or participants.

**W-2 Vendor Payment** Cancel ☐ Reset

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**Record Management**

End/Delete Reason:  Last Updated: 05/05/2016

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**Vendor Information**

\* Vendor Number: 3 TIN/SSN: \*\*\*\*\*2757

Vendor Name: ABS INVESTMENTS \* Vendor Amount: \$ 100 .00

Vendor Type: LANDLORD - NOT A REAL ESTATE AGENT \* Vendor Reason: VL - VOLUNTARY

Vendor Address: PO BOX 831 Participant's Account Number With Vendor:   
BROOKFIELD, WI. 53008-0831

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Updated on or before  
MM / DD / YYYY Go

Add Case Comment Cancel ☐ Previous Next

- 4) CARES screen WPHP At Risk Pregnancy functions move to the CWW Pregnancy page.

**Pregnancy** Cancel ☐ Reset

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**Effective Period**

\* Begin Month: 05 / 2016 End Month: MM / YYYY Last Updated: 05/05/2016

Delete Reason:

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**Additional Information**

\* Individual: PREGNANT WOMAN 36F PP

\* Pregnancy Verification: NQ - NOT QUESTIONABLE \* Pregnancy Verification Date: 05 / 05 / 2016

\* Fetus Number:  \* Fetus Number Verification: NQ - NOT QUESTIONABLE

\* Due Date: 06 / 01 / 2016 \* Due Date Verification: NQ - NOT QUESTIONABLE

\* Third Trimester Begin Date: 03/09/2016

Pregnancy End Date: MM / DD / YYYY

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**At Risk Pregnancy Information**

Is this an at risk pregnancy and are you unable to work? Y - Yes

Date determined to be at risk and unable to work by doctor: 05 / 01 / 2016 Verification: DR - DOCTOR VERIFICATION L

Is participant potentially eligible for At Risk Pregnancy Placement? Yes

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Enter New Begin Month: MM / YYYY Go

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Individual  
PREGNANT WOMAN 3 Updated on or before  
MM / DD / YYYY Go

Add Case Comment Cancel ☐ Previous Next

- 5) CARES screen AILW W-2 Learnfare Monitoring moves to the CWW School Enrollment page, which includes enhancements made due to policy changes as outlined in [Operations Memo 16-09 Modernizing CARES Work Programs Subsystem – Learnfare Policy and Systems Changes](#). Beginning June 27, 2016, W-2 Manual sections 6.1, 16.2.3, 16.3.1, and 16.4.1 reflect the related Learnfare program policy changes.

### School Enrollment

Cancel ☐ Reset

Total: 2

Effective Period	
* Begin Month:	05 / 2016 Last Updated: 05/31/2016
Individual Information	
* Individual:	CHILD NUMBER 6F DAU
* Highest Level of Education Completed:	001 - 1ST GRADE COMPLETED
* High School Graduation Status:	NOT - NOT GRADUATED
* Enrollment Status:	FU - FULL TIME
Type of Educational Institution:	EL - ELEMENTARY
Student FoodShare Eligibility Reason:	
* School District:	
School Name:	
Expected Date of High School Graduation:	MM / DD / YYYY
Meets Caring for Dependent Children Requirement:	
Verification:	NQ - NOT QUESTIONA
Verification:	NQ - NOT QUESTIONA
Verification:	
Verification:	

Enter New Begin Month MM / YYYY Go

W-2 Learnfare Monitoring	
Effective Period	
Delete Reason:	Last Updated: 06/01/2016
Learnfare Details	
* Learnfare Status:	WNE - NOT ENROLLED
Penalty Code:	
Issuance Month:	CM - FAILURE TO COMPLY WITH CASE MANAGEMENT LS - PENALTY ENTERED LATE - NOT DEDUCTED FROM PAYMENT
Participation Period:	05/16/2016 - 06/15/2016
Verification:	AF - AGENCY FORM

Individual	Updated on or before
CHILD NUMBER 6F D/	MM / DD / YYYY Go

Add Case Comment

Cancel ☐

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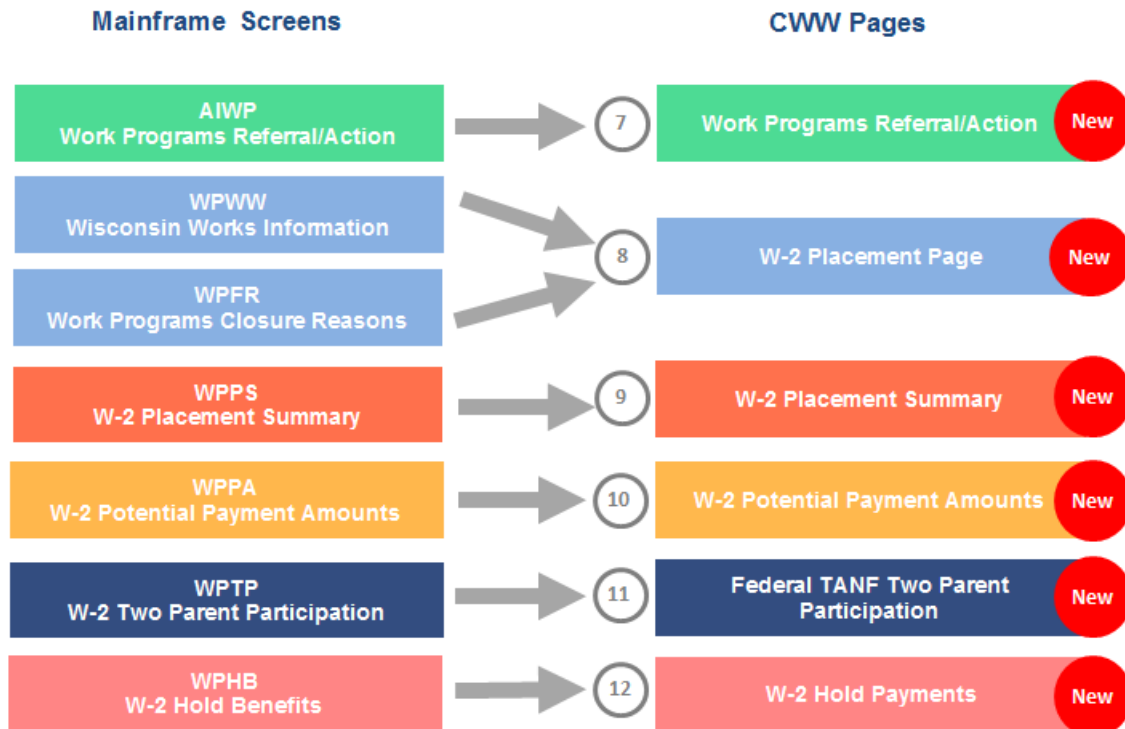
- 6) CARES screen WPET W-2 EFT moves to the CWW Liquid Asset page, which includes enhancements made due to policy changes as outlined in [Operations Memo 16-07 Modernizing CARES Work Programs Subsystem – Electronic Funds Transfer \(EFT\) Changes and Asset Policy and Systems Changes](#). Beginning June 27, 2016, W-2 Manual sections 4.1.2, 10.4.1, and 13.2.3.2.4 reflect the related EFT policy changes.

### Liquid Assets

Cancel ☐ Reset   
Total: 2

<b>Effective Period</b>	
* Begin Month: 03 / 2016	End Month: MM / YYYY
Delete Reason: <input type="text"/> <input type="button" value="v"/> <input type="button" value="list"/>	
Last Updated: 03/30/2016	
<b>Additional Information</b>	
* Individual: BUCKY BADGER 36M PP	Sequence: 1
* Type: PR - PREPAID DEBIT CARD <input type="button" value="v"/> <input type="button" value="list"/>	* Verification: AF - AGENCY FORM <input type="button" value="v"/> <input type="button" value="list"/>
* Jointly Owned? Y - Yes <input type="button" value="v"/> <input type="button" value="list"/>	* Available? Y - Yes <input type="button" value="v"/> <input type="button" value="list"/>
* Burial? <input type="button" value="v"/> <input type="button" value="list"/>	* Verification: AF - AGENCY FORM <input type="button" value="v"/> <input type="button" value="list"/>
* Asset Amount: \$ 100 .00	
<b>Independence Account Information</b>	
* Independence Account? <input type="button" value="v"/> <input type="button" value="list"/>	* Registration Date: MM / DD / YYYY <input type="button" value="v"/> <input type="button" value="list"/>
* Pre-independence Account Balance Amount: \$ <input type="text"/> . <input type="text"/>	
<b>Financial Institution Name And Address Information</b>	
Account Number: 123456789	
Name: ABC BANK	
Address: <input type="text"/>	
City: <input type="text"/>	State: <input type="button" value="v"/> <input type="button" value="list"/>
ZIP: <input type="text"/> - <input type="text"/>	
<b>W-2 EFT Information</b>	
Use for W-2 EFT? Y - Yes <input type="button" value="v"/> <input type="button" value="list"/>	Routing Number: 987654321
Confirm Account Number: <input type="text"/>	Confirm Routing Number: <input type="text"/>

The following referral and W-2 placement related CARES WP mainframe screens move to new CWW pages to streamline case processing on June 25, 2016:



- 7) CARES screen AIWP Work Programs Referral/Action functions move to the new CWW Work Programs Referral/Action page.

#### Work Programs Referral/Action

Cancel ☐ Reset

##### Work Programs Referral Information

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
INTAKE MPOWR1 36F PP (7585028482)	WWC - OPEN - ELIGIBLE ADULT	OPEN IN WORK PROGRAM OFFICE 1581	SENT FOR OFFICE 1581	ENROLL VIA WPEN

##### Learnfare Referral Information

Name	Confirmed Eligibility Result	Enrollment Status	Send Referral	Action Needed
CHILD MPOWR1 6F DAU (7585028539)	WWC - OPEN - ELIGIBLE CHILD	NOT ENROLLED	<input checked="" type="checkbox"/> FOR OFFICE 1581	MUST REFER

Add Work Program PIN Comment

Cancel ☐ Previous Next

- 8) CARES screens WPWW Wisconsin Works Information and WPFR Work Program Closure Reasons move to the new CWW W-2 Placement page. As communicated in [Operations Memo 16-08 Modernizing CARES Work Programs Subsystem – CMF and CMU Placement Policies and Systems Changes](#), this new CWW page implements changes to CMF placement and eligibility policy. Additional functionality enhancements on this page include:
- The automatic closure of Custodial Parent of an Infant (CMC) placements on the 56<sup>th</sup> day of placement;
  - The automatic closure of all other placements on the last day of the month that eligibility was open; and
  - Supporting future begin dating and end dating of placements. (See Operations Memo 16-11.

### W-2 Placement

Completed 0 of 1

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**Record Management**

Last Updated: **04/15/2016** Episode Number: **2**  
 Delete Reason:

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**Financial Employment Planner**

Current FEP ID: **RYAN COMPTON (XCTR25)**  
 Reassign FEP ID:

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**W-2 Episode**

W-2 Eligibility Begin Date: **03/16/2016**  
 Episode Begin Date: **04/15/2016**  
 Episode End Date:  MM/DD/YYYY

Work Program End Reason 1:    
 Work Program End Reason 2:

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**Individual Placement Information**

Individual:   EFT on file: Account Holder: **JANET JOHNATHANSON**  
 Placement:   Account Type: **PREPAID DEBIT CARD**  
 Placement Begin Date:  MM/DD/YYYY  Account Number: **123456789**  
 Routing Number: **987654321**

Individual	Placement	Begin Date	End Date	Invalid
JOHNATHAN JOHNATHANSON 36M PP	CMF - CASE MGMT FOLLOW UP	04/15/2016		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

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**Future Placement Information**

Individual: **JOHNATHAN JOHNATHANSON 36M PP**  
 Placement:    
 Placement Begin Date:  MM/DD/YYYY

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- 9) CARES screen WPPS Placement summary moves to the new CWW W-2 Placement Summary page.

**W-2 Placement Summary** Cancel ☐ Reset

Episode	W-2 Episode Begin Date	W-2 Episode End Date	Del Rsn	Individual	Placement	Placement Begin Date	Placement End Date	Invalid		
1	04/13/2016			TEST TWOPARENT-WPTP 27F PP (8585025646)	CS1	04/25/2016	04/29/2016			
					W2T	04/13/2016	04/24/2016			

Updated on or before:  MM /  DD /  YYYY

Add Work Program PIN Comment Previous Next

- 10) CARES screen WPPA W-2 Potential Payment Amounts moves to the new CWW W-2 Potential Payment Amounts page.

**W-2 Potential Payment Amounts** Cancel ☐

Payment Information					
Participation Begin Date	Participation End Date	Estimated Pay Date	Gross Pay Amount	Prorated Pay Amount	Placement
06/10/2016	06/15/2016	07/01/2016	\$653.00	\$126.00	CSJ - FULL COMMUNITY SERVICE JOB
06/16/2016			\$653.00	\$0.00	CSJ - FULL COMMUNITY SERVICE JOB

Cancel ☐ Previous Next

- 11) CARES screen WPTP W-2 Two Parent Participation moves the new CWW Federal TANF Two Parent Participation page.

**Federal TANF Two Parent Participation** Cancel ☐ Reset

Effective Month  
 \* Begin Month:  MM /  YYYY Last Updated:

Two Parent Household Information

Are two eligible adult parents with a child in common present in W-2 AG? **Yes**

\* Is a parent a disabled adult for W-2? ☐ Disabled Adult:

\* Is a parent caring for a severely disabled child in the W-2 AG? ☐ Caretaker Parent:

Disabled Child:

Results

Two Parent Household Result

Is Child Care authorized? **No**

Weekly Required Family Participation Hours:

Updated on or before  MM /  DD /  YYYY

Add Work Program PIN Comment Cancel ☐ Previous Next

- 12) CARES screen WPHB W-2 Hold Benefits moves the new CWW W-2 Hold Payments page.

**W-2 Hold Payments** Cancel ☐ Reset

W-2 Hold Payments

\* Does the participant want his/her payments held at the agency? N - No  
Y - Yes Last Updated:

Add Case Comment

Cancel ☐ Previous Next

## TRAINING

During the weeks leading up to the June 25, 2016, systems changes, the Partner Training Section (PTS) conducted in-person trainings. At this time, W-2 agencies must ensure that W-2 workers understand the policy changes outlined in Operations Memos 16-07, 16-08, 16-09, 16-10, and 16-11. Going forward, W-2 agencies are responsible for training W-2 workers about the systems changes that moved CARES WP mainframe functions to CWW, particularly eligibility processes.

## TRAINING RESOURCES

PTS updated the following Desk Aids to reflect the updates to policy as detailed in Operations Memos 16-07, 16-08, 16-09, 16-10, and 16-11 and the June 25, 2016, systems changes:

- CWW Application Entry Desk Aid
- Changing W-2 Placements Desk Aid
- WP Driver Flows Desk Aid
- Benefit Issuance Desk Aid
- Person Add/Delete Desk Aid
- W-2 Eligibility Review in CWW Desk Aid
- Running with Dates Desk Aid
- RFA Process Desk Aid

Additionally, PTS updated the following training materials to reflect new CARES and CWW processes impacted by the June 25, 2016, policy and systems changes:

- Benefit Issuance (webpage)
- Basics of WP Subsystem Review (webpage)
- W-2 Eligibility: Troubleshooting in CARES Worker Web (document)

Desk Aids and training materials are available through the [PTS Learning Center](#).

## ACTION NEEDED

Please refer to the Contacts listed below for all questions related to the June 25, 2016, policy and systems changes detailed in Administrator's Memo 16-02 and Operations Memos 16-07,

16-08, 16-09, 16-10, 16-11, and this memo. Questions will be published in an FAQ spreadsheet posted to the [Help Desk webpage](#). The BWF Policy Section will post answers on the FAQ spreadsheet daily for the week of June 27-July 1 and then as often as needed beginning the following week.

## **ATTACHMENTS**

[Managing Placement on the Web Redesign Project \(MPOWR\) – New CWW Processes guide](#)

## **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/JC