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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: 16-16

DATE: 09/27/2016

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: *CARES System Enhancements and Updates for Wisconsin Works*

CROSS REFERENCE: [Operations Memo 16-10: Modernizing CARES Work Programs Subsystem - W-2 Contractor Payment Structure 2013-2016 Changes](#)
[Operations Memo 16-13: Modernizing CARES Work Programs Subsystem - Resources for Policy and Systems Changes](#)
[Operations Memo 16-04: Eligibility Denials and Case Closures Related to the Drug Screening, Testing, and Treatment Requirements](#)

EFFECTIVE DATE: September 24, 2016

PURPOSE

The purpose of this Operations Memo is to announce enhancements and updates to the CARES system for the Wisconsin Works (W-2) program effective September 24, 2016.

BACKGROUND

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

POLICY

There are no policy changes associated with this memo.

CARES CHANGES

1. CUSTODIAL PARENT OF AN INFANT (CMC) END DATES

Prior to September 24, 2016, Financial and Employment Planners (FEPs) were required to manually calculate the end of a Custodial Parent of an Infant (CMC) placement.

Effective September 24, 2016, CWW displays an informational message on the **W-2 Placement** page indicating the date the CMC placement will end. As described in [Operations Memo 16-13](#), a CMC placement that does not have a future placement scheduled on the 57th day will close with an effective date of the 56th day. This enhancement allows for better case management and eliminate the need for FEPs to manually calculate the CMC end date.

W-2 Placement Cancel ☐ Reset

The following events have occurred:

XE134: The CMC placement is valid through '10/26/2016'.

2. ELIGIBLE ADULT PLACEMENTS

Prior to September 24, 2016, when a primary person was an included adult (an adult who is included in the W-2 Group, but who is not eligible for a paid placement) and the second parent was an eligible adult, CWW would not display the eligible adult parent in the **Individual** drop down menu on the **W-2 Placement** page.

Effective September 24, 2016, CWW allows the FEP to select the eligible adult parent in the **Individual** drop down on the **W-2 Placement** page. The drop down menu will not show the included adult. In the case of a two-parent household, the **Individual** drop down will display both adults.

Individual Placement Information Check for Non-CMF Placement Eligibility

Individual: ARLENE JOBS 31F PP
ROBERT JOBS 33M HUS EFT on file: ☐ Account Holder:

Placement: ARLENE JOBS 31F PP
ROBERT JOBS 33M HUS Account Type:

Placement Begin Date: MMDDYYYY

Account Number:

Routing Number:


Individual	Placement	Begin Date	End Date	Invalid	
ROBERT JOBS 33M HUS	CSJ - COMMUNITY SERVICE JOB	09/19/2016			

3. WORK PROGRAM END REASONS

Prior to September 24, 2016, CWW would allow FEPs to enter the same reason for both the **Work Program End Reason 1** and **Work Program End Reason 2** fields on the **W-2 Placement** page.

Effective September 24, 2016, FEPs will receive an error message if they enter the same reason for both fields. FEPs must enter the primary reason for ending an episode in **Work Program End Reason 1** and only enter the secondary reason for ending an episode in **Work Program End Reason 2** if it is applicable to the individual. If there is not a secondary reason for ending an episode, the FEP must leave the **Work Program End Reason 2** field blank.

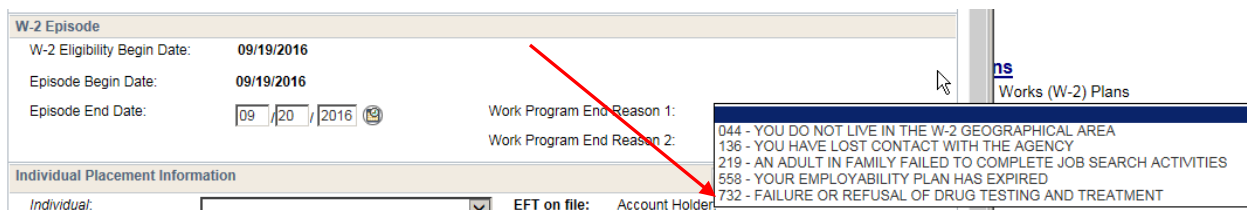
The following event has occurred:

 **XE133:** 'Work Program End Reason 1' can not be same as 'Work Program End Reason 2'.

4. DRUG TESTING OR TREATMENT REFUSAL

Prior to September 24, 2016, if a case was closing for failure or refusal related to the drug testing or treatment requirements described in [Operations Memo 16-04](#), a FEP was required to contact the W-2 Help Desk for assistance with processing.

Effective September 24, 2016, FEPs can select a new closure code (732 – FAILURE OR REFUSAL OF DRUG TESTING AND TREATMENT) in the **Work Program End Reason** fields on the **W-2 Placement** page. This code must only be used for the following placements: Case Management for Noncustodial Parents (CMN), Noncustodial Trial Employment Match Program (TEMP) Placement (TNP), and Stipends for Noncustodial Parents (TSP).



W-2 Episode

W-2 Eligibility Begin Date: 09/19/2016

Episode Begin Date: 09/19/2016

Episode End Date: 09/20/2016

Work Program End Reason 1:

Work Program End Reason 2:

Individual Placement Information

Individual: ☐ EFT on file: Account Holder

ns Works (W-2) Plans

044 - YOU DO NOT LIVE IN THE W-2 GEOGRAPHICAL AREA
136 - YOU HAVE LOST CONTACT WITH THE AGENCY
219 - AN ADULT IN FAMILY FAILED TO COMPLETE JOB SEARCH ACTIVITIES
558 - YOUR EMPLOYABILITY PLAN HAS EXPIRED
732 - FAILURE OR REFUSAL OF DRUG TESTING AND TREATMENT

5. LEARNFARE STATUS

Prior to September 24, 2016, the CWW **School Enrollment** page did not provide a **Learnfare Status** option for an XC-Excluded Child (a child in the household that is not part of the W-2 Group). Pursuant to W-2 Manual [Section 16.1.1](#), only children ages 6-17 in the W-2 Group are subject to the Learnfare program requirements. However, CWW requires FEPs to select a Learnfare Status for all children ages 6-17 in the household.

Effective September 24, 2016, the **W-2 Learnfare Monitoring** portion of the **School Enrollment** page includes a new **Learnfare Status** code: 'WZG – CHILD NOT IN W-2 GROUP'. When completing the **School Enrollment** page for each child in the case, FEPs must anticipate which children, if any, may be excluded from the W-2 Group because the **School Enrollment** page must be completed prior to running eligibility and determining which individuals are actually included in the W-2 Group. FEPs must select 'WZG – CHILD NOT IN W-2 GROUP' from the **Learnfare Status** drop down menu for children excluded from the W-2 Group. CWW will auto-populate 'NQ – NOT QUESTIONABLE' in the **Verification** field for the WZG status.

- **Note:** 'NQ - NOT QUESTIONABLE' is only usable in the **Verification** field for the Learnfare status WZG. The system will display an error message if 'NQ - NOT QUESTIONABLE' is selected in combination with any other Learnfare status type.

If CWW determines that the child is actually an included child or an eligible child despite the selection of 'WZG - CHILD NOT IN W-2 GROUP' in **Learnfare Status** field on the **School Enrollment** page, the system will correctly make the Learnfare case management referral because the child is not verified as a 'WST' STUDENT IN GOOD STANDING. FEPs must then update the **Learnfare Status** field to reflect the correct status and verification type.

W-2 Learnfare Monitoring	
Effective Period	
Delete Reason: <input type="text"/>	Last Updated: 09/19/2016
Learnfare Details	
* Learnfare Status: <input type="text" value="WZG - CHILD NOT IN W-2 GROUP"/>	Verification: <input type="text" value="NQ - NOT QUESTIONABLE"/>
Penalty Code: <input type="text"/>	
Issuance Month: 11/2016	
Participation Period: 09/16/2016 - 10/15/2016	

6. PERFORMANCE OUTCOME PAYMENTS

Prior to September 24, 2016, W-2 Contractors were required to track Performance Outcome Payment (POP) claims manually for Case Management Follow-Up (CMF) placements that closed for not meeting nonfinancial eligibility criteria. (See [Operations Memo 16-10](#).)

Effective September 24, 2016, W-2 Contractors will be able to initiate POP claims on CARES screen WPOP for CMF cases that closed on or after June 25, 2016 for not meeting nonfinancial eligibility criteria. The claim must meet the requirements found in the [W-2 Contractor Payment Structure for 2013 – 2016 Contracts](#).

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