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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: 17-15

DATE: 08/04/2017

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: *Modernization of CARES Mainframe Time Limit Screens*

CROSS REFERENCE: [Administrator's Memo 16-02](#)
[Operations Memo 17-16: Wisconsin Works Time Limits – Policy Updates and Changes](#)
[Operations Memo 17-17: Federal Months of Assistance for Wisconsin Works](#)
[Operations Memo 08-13: Auxiliary Approval Process Updates W-2 Clock Ticks](#)

EFFECTIVE DATE: August 5, 2017

PURPOSE

The purpose of this memo is to introduce a new web-based application that agencies will use to manage participants' Wisconsin Works (W-2) time limits.

BACKGROUND

As outlined in Administrator's Memo [16-02](#), the Department of Children and Families' (DCF) goal is to modernize the entire CARES Work Program (WP) Subsystem from a mainframe system to a web-based application. Because this is such a large undertaking, DCF has been incrementally moving in that direction through various projects.

In June 2016, the Bureau of Working Families (BWF) moved most of the case-based eligibility screen information and system functions in CARES WP to CARES Worker Web (CWW). Due to the complex functionality of the W-2 time limit tracking screens, BWF chose not to move the tracking and extension functionality under that project and to do it later under a separate project.

In addition, BWF is in the second year of a four-year project to move WP case management functions to a new web-based system called Wisconsin Work Programs (WWP). Under this project, known to many as the Work Programs and Analytics Systems (WPASS) project, BWF will release the new WWP application in phases in 2018 and 2019.

The purpose of this memo is to introduce the new web-based W-2 Time Limit Tracking application, which is another effort to modernize the CARES WP Subsystem. Under this project, BWF has modernized the following screens:

- AIWC: WISCONSIN WORKS CLOCKS;
- AIWO: CREATE W-2 CLOCKS; and
- AIWE: CREATE W-2 CLOCK EXTENSIONS

Workers will be able to use these mainframe screens to query time limit information, but the screens will be query-only in CARES mainframe. Workers will have to use the new W-2 Time Limit Tracking application to edit time limit information and create and edit time limit extensions.

Some important notes:

- In order to ensure limited disruption to users and to maximize newer technology, BWF has built the W-2 Time Limit Tracking application using the same format as WWP and created a gateway to the application that will also be used to access WWP when it is launched in 2018. At that time, the W-2 Time Limit Tracking application will be incorporated into WWP.
- When the concept of time-limited cash assistance was introduced under Temporary Assistance for Needy Families (TANF), Wisconsin chose to refer to this as time limit “clocks” and this reference was incorporated into all policy and mainframe automation. While the concept of time-limited cash assistance has not changed, BWF is no longer referring to W-2 and TANF months of eligibility as “clocks” and months used as “ticks.” With the updates to the time limits policies, BWF decided it was more accurate to refer to time limits in the W-2 Manual in terms of “months used” rather than “ticks,” as well as to identify the specific time limit referenced, as opposed to “clocks.” BWF updated references to time limits to specify the relevant placement or lifetime limit (e.g., Community Service Job [CSJ] time limit, federal 60-month time limit, or state 60-month time limit).

POLICY

Time limit policy changes and clarifications are described in [Operations Memo 17-16: Wisconsin Works Time Limits – Policy Updates and Changes](#) and [Operations Memo 17-17: Federal Months of Assistance for Wisconsin Works](#). For policy details, please reference these memos.

W-2 TIME LIMIT TRACKING APPLICATION

ACCESSING THE W-2 TIME LIMIT TRACKING APPLICATION

Income Maintenance/Workforce Development Systems Gateway Page

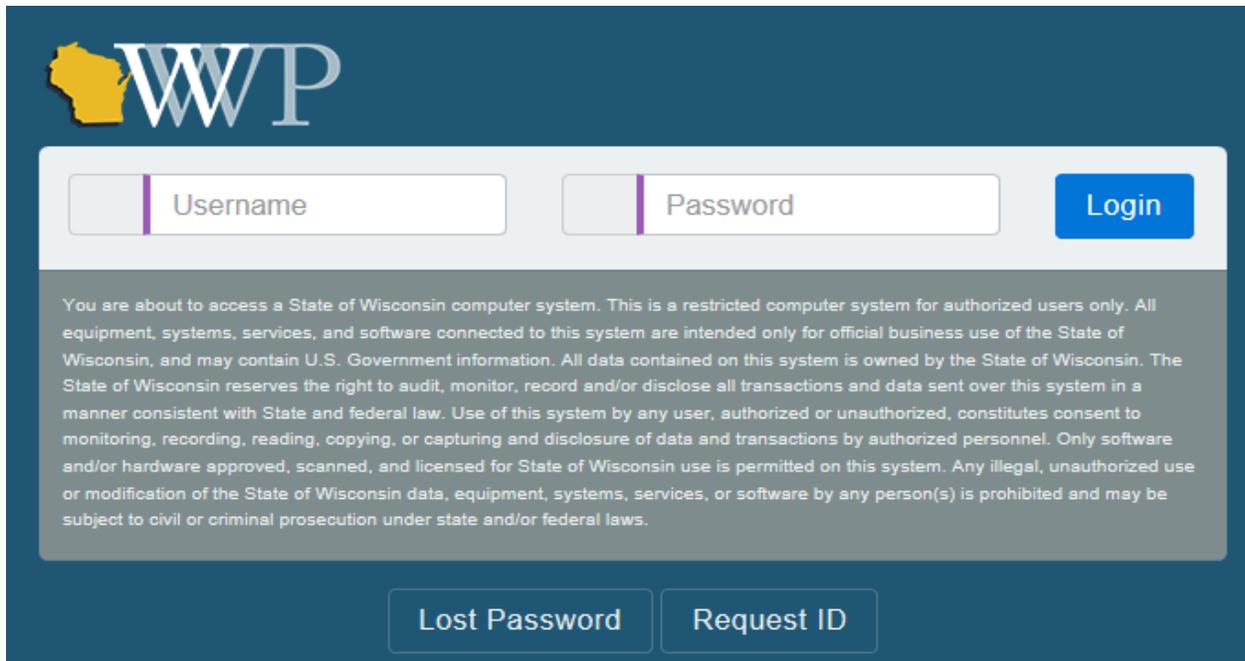
The W-2 Time Limit Tracking application will be accessible from the Income Maintenance/Workforce Development Systems Gateway page located at <https://prd.cares.wisconsin.gov/> via the WWP icon:



Clicking on the icon will take you to the Landing Page.

Landing Page

On the WWP Landing Page, enter your WAMS ID and password to access the application.



You are about to access a State of Wisconsin computer system. This is a restricted computer system for authorized users only. All equipment, systems, services, and software connected to this system are intended only for official business use of the State of Wisconsin, and may contain U.S. Government information. All data contained on this system is owned by the State of Wisconsin. The State of Wisconsin reserves the right to audit, monitor, record and/or disclose all transactions and data sent over this system in a manner consistent with State and federal law. Use of this system by any user, authorized or unauthorized, constitutes consent to monitoring, recording, reading, copying, or capturing and disclosure of data and transactions by authorized personnel. Only software and/or hardware approved, scanned, and licensed for State of Wisconsin use is permitted on this system. Any illegal, unauthorized use or modification of the State of Wisconsin data, equipment, systems, services, or software by any person(s) is prohibited and may be subject to civil or criminal prosecution under state and/or federal laws.

Lost Password Request ID

This will take you to the Dashboard Page.

Dashboard Page

After entering a participant's PIN, the participant's name will display. Click on the participant's name to navigate to the Participant Overview page.

Participant Overview Page

Click on the hourglass icon to navigate to the W-2 Time Limit Tracking Application.

W-2 TIME LIMIT TRACKING APPLICATION PAGES

Time Limit Page

The purpose of the Time Limit page is to:

- Track W-2 time limit information for eligible and included adults in the W-2 assistance group;
- View a selected time limit type’s details;
- Access the “Add Extension Decision” and “View Extension Decisions” functionalities;
- Access the “Edit Month” functionality; and
- View a selected month’s details.

Time Limit Types are used to track months of eligibility used against a time limit for adults in the W-2 group. The chart below identifies the Time Limit Type as well as for whom it is tracking months of eligibility used.

Time Limit Type	Tracks months of eligibility used by . . .
CSJ	A CSJ participant

Time Limit Type	Tracks months of eligibility used by . . .
W-2 T	A W-2 T participant
TMP	A custodial parent TEMP participant
TNP	A noncustodial parent TEMP participant
CMC	A CMC participant
OPC	An adult in a W-2 group that has two adults and the other adult, who is in a W-2 placement, is also using months of eligibility on his or her time limit
OTF	A participant for months of TANF received in another state
TRIBAL	A participant for months of Tribal TANF received in this state or another state
None	A month not using any time limit

Depending upon policy, the Time Limit Types are applied to the Federal and State 60-month time limits and W-2 placement 24-Month time limits.

Overview Section: The overview section of the page is located beneath the participant's name. This section displays:

- The number of months used that count towards the federal and state limits;
- The number of months used for all the time limit types;
 - The sum of "OTHER" time limit types includes months of:
 1. TANF received in another state, previous auxiliary payments, and months manually added prior to 8/5/2017 (OTF);
 2. Tribal TANF (TRIBAL);
 3. Trial Jobs (TJB);
 4. AFDC Work Program (JOBS); and
 5. CSJ and W-2 T months used during the period when Wisconsin did not have a 24-month placement time limit (NO24);
- Remaining and maximum months for time limit types;
- A time limit type that needs an extension decision (indicated by yellow coloring);
- A time limit type that is overdue for an extension decision (indicated by red coloring);
- A time limit type that has a denied or approved extension;
- A time limit type that is in an extension period (indicated by orange coloring); and
- Details of a selected time limit type.

Time Limit DWANA-MSK SINGLETON-MSK

PARTICIPANT NAME: DWANA-MSK SINGLETON-MSK
 PIN: [REDACTED]
 RELATIONSHIP: -
 CASE #: [REDACTED]
 NOT AVAILABLE: -
 LAST UPDATED: -

FEDERAL	STATE	CSJ	W-2 T	TEMP	CMC	OPC	OTHER	OTF	TRIBAL	TJB	JOBS	NO24
43 USED	43 USED	13 USED	28 USED	0 USED	0 USED	0 USED	2 USED	0	0	0	0	2
-/- REMAIN/MAX	17/60 REMAIN/MAX	11/24 REMAIN/MAX	2/- REMAIN/MAX	24/24 REMAIN/MAX	-/- REMAIN/MAX	-/- REMAIN/MAX	-/- REMAIN/MAX					

Buttons: Compact All, Compact Unused, Add Extension Decision, View Extension Decisions

Calendar: Shows months from 2017 to 2018. W-2 T is highlighted in orange for several months in 2017.

For assistance groups with two adults in the W-2 group, both adults' names will display on the page, with the information belonging to the entered PIN displayed in green. If either parent needs an extension decision, a yellow or red icon will display to the left of the parent's name, indicating an extension decision is needed or overdue respectively. To access the second parent's Time Limit page, click on the  icon to the right of the second parent's name:

Time Limit JANE-MSK JACK-MSK

PARTICIPANT NAME: JANE-MSK JACK-MSK
 PIN: 0987654321
 RELATIONSHIP: PRIMARY
 CASE #: [REDACTED]
 NOT AVAILABLE: -
 LAST UPDATED: -

FEDERAL	STATE	CSJ	W-2 T	TEMP	CMC	OPC	OTHER	OTF	TRIBAL	TJB	JOBS	NO24
55 USED	55 USED	4 USED	0 USED	0 USED	0 USED	0 USED	51 USED	51	0	0	0	0
-/- REMAIN/MAX	5/60 REMAIN/MAX	20/24 REMAIN/MAX	24/24 REMAIN/MAX	24/24 REMAIN/MAX	-/- REMAIN/MAX	-/- REMAIN/MAX	-/- REMAIN/MAX					

Buttons: ENTER EXT DECISION

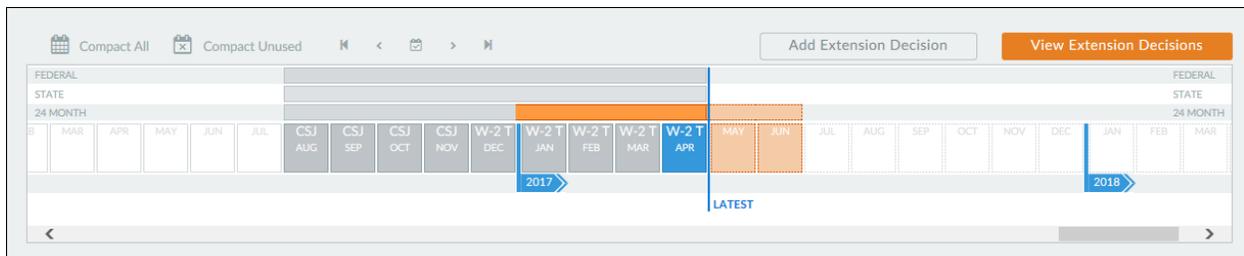
Time Limit Type Details: To see the details of a time limit type, click on a time limit type within the overview section of the page. A box containing the details of the selected time limit type will display. The display will include:

- Months used in descending order;
- The month and year the time limit type was used;
- The time limit type used for each month displayed;
- A check mark to indicate if a time limit type counted towards the federal, state, or 24 month total; and
- The total number of months in each time limit type that was applied to the specific time limit. For example, in the screen shown below, W-2 T, CSJ, and NO24 time limit types contributed to the state time limit type total of 48 months.

State Details ✕					
#	DATE	TIME LIMIT TYPE	FEDERAL	STATE	24 MONTH
48	Mar 2017	W-2 T	✓	✓	✓
47	Feb 2017	W-2 T	✓	✓	✓
46	Jan 2017	CSJ	✓	✓	✓
45	Dec 2016	CSJ	✓	✓	✓
44	Nov 2016	CSJ	✓	✓	✓
43	Oct 2016	CSJ	✓	✓	✓
42	Sep 2016	CSJ	✓	✓	✓
41	Aug 2016	CSJ	✓	✓	✓
40	Jul 2016	CSJ	✓	✓	✓

W-2 T USED	CSJ USED	NO24 USED	<input type="button" value="Close"/>
3	33	12	

Timeline Section: The timeline section of the page allows the user to view the participants' use of calendar months over a period of time.



The colors on the **participant's time line** above are as follows:

- White with solid outline = Unused and elapsed
- White with dashed outline = Unused and forecasted
- Blue with solid outline = Selected and elapsed
- Blue with dashed outline = Selected and forecasted
- Orange with dashed outline = Extension forecasted (unused extension)
- Any color with a white triangle in the top left corner = Edited

The colors on the federal, state and 24 month **bar graphs** above are as follows:

- White – no time limit was used
- Grey – the time limit was used
- Orange – the time limit was used during an extension period
- Light orange - the time limit is forecasted to be in an extension period

On the last business day of the month, the system runs the CARES W-2 Time Limit Cycle and updates the participant's time limit information for that calendar month. The vertical blue line on the timeline indicates the latest calendar month for which the CARES W-2 Time Limit Cycle ran.

Month Details: To view a single month's details, select a month from the timeline by clicking on the desired month. The details of the selected month will display at the bottom of the page and include:

- The selected month and year;
- The time limit type used;
- Which time limit was used in the selected month (federal, state, or 24 month);
- What extension type was in effect, if any;
- The WAMS ID of the worker who last edited the month and the date and time of last edit; and
- Notes entered by the worker.

Oct 2016 CSJ		Last Edited by AIWE 11/2/16 12:00 AM	Edit Month
Time Limit(s)	Notes		
<input checked="" type="checkbox"/> Federal	Notes: Historical Data from Old WP applicationXRS103		
<input checked="" type="checkbox"/> State	<input type="button" value="Load History"/>		
<input checked="" type="checkbox"/> 24 Month			
Extension(s)			
State			

Editing Time Limit Information for a Month: To add, subtract, or edit a month on the participant's timeline, click on the Edit Month button on a single month's details page (see above) and the Edit Month pop-up will display.

When adding months of eligibility using the OTF time limit type, enter multiple months at once by selecting desired months on the calendar display. In the screen shot above, the user is adding Illinois OTF months for April, June, July, and August 2007.

Only users with security profiles of 50 or above can update the 1) Federal Limit indicator and 2) State Limit indicator for OPC and CMC time limit types.

Time Limit Extensions Functionality

Adding an Extension Decision

To enter an extension approval or denial, click on the Add Extension Decision button. The Add Extension Decision pop-up will display.

The screenshot shows a web form titled "Add Extension Decision". In the top right corner, there is a "Decision" label followed by two buttons: "Deny" and "Approve". The "Deny" button is currently selected, indicated by a purple border. The main body of the form is a large, empty light gray area with the text "No Decision Selected" centered in the middle. At the bottom right of the form, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted in blue.

Select Deny or Approve. Upon selecting Deny or Approve, then select a Time Limit Type and Approval or Denial Reason. Only the Time Limit Types for which the participant is eligible for an extension will display.

Add Extension Decision

Decision

Deny

Approve

Time Limit Type

State
▼

Approval Reason

Significant Barrier
▼

Details

Backdate Extension:

Yes

No

See confidential file

979 characters remaining

BEGIN DATE

02/2018

6 months

END DATE

07/2018

Cancel

Save

The Backdate Extension button defaults to 'No.' Select 'Yes' when an applicant's extension should begin in the month prior to the current month. This occurs when the applicant's placement is backdated into the prior month, and an auxiliary payment is issued.

Viewing Extension Decisions

To view a participant's extension decision history, select the View Extension Decisions button. If the participant is in a current extension, the row will be highlighted and outlined in orange.

FIELD COLOR CONVENTIONS

The W-2 Time Limit Tracking application uses the following field coloring indicators:

- Purple – indicates a mandatory field
- Blue – indicates a currently selected field
- Yellow – indicates an unsaved field
- Grey – indicates an optional field

In the Edit Month screen shot below, the following fields are required:

- Time Limit Type;

- Reason for Change; and
- Details.

When users modify these fields, they update to yellow until the user saves the page:

Edit Month Apr 2017

Time Limit Type	24 Month Limit	State Limit	Federal Limit
<div style="border: 1px solid #ccc; padding: 2px;">CSJ ▼</div>	<div style="border: 1px solid #ccc; padding: 2px;">Yes</div>	<div style="border: 1px solid #ccc; padding: 2px;">Yes</div>	<div style="display: inline-block; border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Yes</div> <div style="display: inline-block; border: 1px solid #ccc; padding: 2px;">No</div>

Reason For Change

▼ Details

Notes

1000 characters remaining

Cancel

Save

ENHANCEMENTS TO AUXILIARY PAYMENTS

[Operations Memo 08-13](#) describes CARES enhancements to auto-update time limit information when W-2 agencies issue auxiliary payments. The memo included several exceptions requiring the agency to manually correct time limit information by adding OTF time limit types for the month covered by the auxiliary.

As of August 5, 2017, CARES will automatically add a month for the correct time limit type for the month covered by the auxiliary when it issues the auxiliary payment, including:

- When a participant has no remaining months on the 60 month state time limit;
- When there is a second included adult or eligible adult in the W-2 assistance group; and
- When an auxiliary is requested for a time period before the participant was known to CARES or was not in a placement.

In addition to the above enhancements, when auxiliary payments are issued for participants in CMC placements, the system will add months used correctly consistent with the updated CMC policy described in [Operations Memo 17-16: Wisconsin Works Time Limits – Policy Updates and Changes](#).

CWW CHANGES

BWF is making the following changes to the CWW **Clocks Information** page:

- “Clock” and “tick” will be replaced with “time limit type” and “month used”, respectively;
- “60 MO – 60 MONTH CLOCK” will be updated to “STATE LIFETIME LIMIT”;
- “TMP” and “TNP” will be indented to emphasize they fall under “TEMP”;
- Combine the Agency Decisions and state Decision columns to a single column entitled Extension Approval Decision.

Current view:

W-2 Clocks Information												
Individual Information												
Individual: CYRSTAL-MSK ADKINS-MSK 41F		Individual: 0123456789										
PP												
Clocks Summary												
Clock Type	Maximum	Used	Remaining	24-Month Clock Ticks from October 2009 through December 2011 – Not Counted Toward 24-Month Time Limits								
60MO - 60 MONTH CLOCK	60	28	32									
CSJ - COMMUNITY SERVICE JOBS	24	6	18	0								
W2T - W-2 TRANSITION	24	13	11	0								
CMC - CARETAKER OF NEWBORN		0										
TEMP - TRIAL EMPLOYMENT MATCH PROGRAM	24	0	24									
TMP - TEMP CUSTODIAL PARENT		0										
TNP - TEMP NON-CUSTODIAL PARENT		0										
TJB - TRIAL JOBS	24	0	24	0								
OPC - OTHER PERSON CLOCK		0										
OTF - OTHER TANF		1										
JOBS - ACTIVE JOBS PARTICIPATION		8										
Federal 60 Month		28										
Clock Details												
1 of 2 Pages												
Eligibility Month	Clock Type	Included in Federal	Override Reason	Extension Clock Type	Extension Begin Month	Extension End Month	Agency Decision	State Decision	Delete Reason	Updated By	Updated Date	Comment
04/2017	W2T	Yes								CARES	04/28/2017	
03/2017	W2T	Yes								CARES	03/31/2017	
02/2017	W2T	Yes								CARES	02/28/2017	
01/2017	W2T	Yes								CARES	01/31/2017	
12/2016	W2T	Yes								CARES	12/30/2016	

View effective August 5, 2017:

W-2 Time Limit Information											
Individual Information											
Individual: CYRSTAL-MSK ADKINS-MSK 41F PP		Individual: 0123456789									
Time Limits Summary											
Time Limit Type	Maximum	Used	Remaining	24-Month Time Limit Months Used from October 2009 through December 2011 -- Not Counted Toward 24-Month Time Limit							
STATE LIFETIME LIMIT	60	30	30								
CSJ - COMMUNITY SERVICE JOBS		8		0							
W2T - W-2 TRANSITION		13		0							
CMC - CARETAKER OF NEWBORN		0									
TEMP - TRIAL EMPLOYMENT MATCH PROGRAM	24	0	24								
TMP - TEMP CUSTODIAL PARENT		0									
TNP - TEMP NON-CUSTODIAL PARENT		0									
TJB - TRIAL JOBS		0		0							
OPC - OTHER PERSON TIME LIMIT		0									
OTF - OTHER TANF		1									
JOBS - ACTIVE JOBS PARTICIPATION		8									
Federal 60 Month		30									
Time Limit Details											
<input type="text" value="1"/> <input type="button" value="Go"/> of 2 Pages											
Eligibility Month	Time Limit Information			Extension Information				Delete Reason	Updated By	Updated Date	Comment
	Time Limit Type	Included in Federal	Override Reason	Extension Time Limit Type	Extension Begin Month	Extension End Month	Extension Approval Decision				
06/2017	CSJ	Yes							CARES	06/30/2017	
05/2017	CSJ	Yes							CARES	05/31/2017	
04/2017	W2T	Yes							CARES	04/28/2017	
03/2017	W2T	Yes							CARES	03/31/2017	

TRAINING

The Partner Training Team (PTT) developed training on the time limits policy changes and clarifications as well as how to use the new time limits pages. PTT created a webcast recording to describe the W-2 Time Limit Tracking Policy and Automation.

The following resources will be added to the [PTT Learning Center](#) by the effective date of this memo:

- W-2 Time Limit Policy and Automation Webcast;
- Entering an Extension Desk Aid;
- Extension Details Desk Aid; and
- Editing a Month Desk Aid.

REPORTS

BWF will make enhancements to existing time limit reports after the effective date of this memo. All existing reports will continue to be available.

TIME LIMIT CHANGES PLANNED FOR 2018

BWF has the following automation changes and enhancements planned for late 2018:

- Implementation of 2015 Wisconsin Act 55's reduction to the state lifetime limit for receipt of TANF cash assistance from 60 to 48 months; and
- Revision and enhancements to all notices referencing time limits.

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/GS