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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: 18-02
DATE: 02/07/2018

W-2 EA CF
JAL RAP Other EP *

SUBJECT: *Enhancements to the Benefit Recovery Investigation Tracking System (BRITS) Version 1.2*

CROSS REFERENCE: [Wisconsin Works \(W-2\) Manual Section 10.3;](#)
[W-2 Manual Chapter 13;](#)
[Joint Operations Memo 16-J7;](#)
[Operations Memo 17-18;](#)
BRITS User Manual

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this Operations Memo is to provide an overview of the changes to the Benefit Recovery Investigation Tracking System (BRITS) released in version 1.2 in November 2017 and to require W-2 agencies to update their Standard Operating Procedures incorporating new procedures based on the updated system.

BACKGROUND

BRITS is the web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Child Care, BadgerCare Plus, Medicaid, FoodShare, and Wisconsin Works (W-2). It replaced the Fraud Investigation Tracking Screens (FITS), which are located in the Benefit Recovery (BV) subsystem of Client Assistance for Reemployment and Economic Support (CARES). BRITS implemented Version 1.0 on November 14, 2016, and released Version 1.1 on July 15, 2017. Version 1.1 included enhancements to improve and

streamline the referral process. On November 20, 2017, BRITS released Version 1.2, which included enhancements to support usability.

POLICY

There is no policy change associated with this Operations Memo. For information about W-2 overpayment and fraud, refer to W-2 Manual [Section 10.3](#) and [Chapter 13](#).

BRITS VERSION 1.2 ENHANCEMENTS

This table compares previous and new functionality in the BRITS application. Refer to the BRITS user manual for more information regarding each enhancement. Users must have BRITS access in order to view the BRITS user manual.

Enhancement	Previous Functionality	New Functionality	BRITS User Manual Reference
County of Residence	The County of Residence was not available on the Workload page.	The County of Residence is now an available column on the Workload page for all sub-sections. This column is pre-populated from the Referral Detail page. It displays the two-digit code of the primary person's county of residence. It is sortable, but hidden by default. (See <i>the screenshot below.</i>)	Chapter 6.1: Default Workload View vs. Custom Workload View
Reminder Flag (referral reminder)	The Reminder Flag column was not available on all sub-sections of the Workload page.	The Reminder Flag column is now available on all sub-sections of the Workload page. The column displays a flag in the color selected for the reminder, and may be used to signify whatever the user chooses. The reminder must be on a referral in order for the colored flag to appear on the Workload page. It is sortable and filterable but hidden by default. ➤ Note: The Reminder Flag does not follow the Referral across all users. The Reminder Flag is for the individual user only.	Chapter 6.1 Default Workload View vs. Custom Workload View Chapter 27 Reminder

Screenshot: County of Residence column and Flag column on the **Workload** page

Referral #	Primary Person	Type	Program(s)	Cr. Date	Cr. Office	Referral Source	County Res.	Flag
1110001041	Danny County	Fraud Investigation	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
2110001042	Danny County	Front End Verification	CC, FS, MA, W-2	10/30/2017	5099	DHS PARIS Reports	13	
3110000743	Department Conduct	Front End Verification	MA, FS	01/23/2017	5013	New Program	13	
3110000963	Department Conduct	Claim Investigation	FS, MA	05/19/2017	5013	SWICA	13	
9110001039	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DCF PARIS Reports	13	
0110001040	Fsw2 Only	Claim Investigation	FS, W-2	10/30/2017	5013	DHS PARIS Reports	13	
2110000962	Mom Car8998	Front End Verification	MA	04/21/2017	5273	New Program	13	
3110001043	Mom Car8998	Front End Verification	MA	10/30/2017	5013	DHS PARIS Reports	13	
0110000970	Second Per	Claim Investigation	FS, MA	06/02/2017	5013	Asset Verification System	40	
4110001044	Second Per	Fraud Investigation	FS, MA	10/30/2017	5013	DCF PARIS Reports	40	
4110001024	W-2 Pregnant	Fraud Investigation	W-2	10/05/2017	5099	SWICA	57	
5110001045	W-2 Pregnant	Fraud Investigation	W-2	10/30/2017	5013	DHS PARIS Reports	57	

Customized Columns on **Workload** page

Columns could not be customized to display only selected columns on **Workload** page.

Workers can now select which columns they want displayed on the **Workload** page.

➤ **Note:** If a user has a customized **Workload** page, they must clear their settings to the default settings and then reapply the new customized workload settings.

Chapter 6.1: Default Workload View vs. Custom Workload View

Screenshot: How to customize columns to view on the **Workload** page

Remove Custom Workload View

Clear your customized workload settings.

This will remove your customized workload view settings. Would you like to proceed?

Yes No

• Customized Workload Settings Deleted Successfully.

- Sort Ascending
- Sort Descending
- Columns
- Filter

- Referral #
- Case #
- Primary Person
- Type
- Program(s)
- IAF
- ISD
- Referral Status
- CS
- Referral Source
- Asgn. Date
- County Res.
- Flag

<p>New Data Exchange referral type – PARIS Reports</p>	<p>Workers could only create one referral using standard DCF and DHS PARIS Reports. Until the investigator moved the existing referral to Post Investigation In Progress status, another referral could not be created.</p>	<p>DCF and DHS PARIS Reports are now available as a Data Exchange (DX) Referral Category. A user will be able to create multiple DCF/DHS PARIS Report types such as Claim Investigation, Fraud Investigation, or Front End Verification. PARIS referrals can now be opened and closed without dependency on the standard referral. A notification message will pop up when another referral with the same Data Exchange referral source exists.</p> <p>➤ Note: BWF will create and assign all PARIS BRITS referrals for the W-2 agency to investigate and move to Post Investigation In Progress or close.</p>	<p>Chapter 14 Referrals</p>
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Screenshot: Create Multiple PARIS Referrals

Case Information

- Case Number: 6002257861
- Primary Person: DANNY COUNTY
- Case Office: 5013-DANE CO HSD
- County of Residence: 13 - DANE COUNTY
- Case Worker: XCTH93 - JAYA PRABAHARAN

Program Gatekeeper Office

- Program: CC, FS, MA, W-2
- Office: 5013 - DANE CO HSD
- DX Filter:

Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
2110000702	MA, FS, CC, W-2	Claim Investigation	Asset Verification System	Post Investigation In Progress
5110000785	MA, FS, CC, W-2	Fraud Investigation	SWICA	Post Investigation In Progress
1110001041	CC, FS, MA, W-2	Fraud Investigation	DHS PARIS Reports	Not Assigned
2110001042	CC, FS, MA, W-2	Front End Verification	DHS PARIS Reports	Not Assigned

Referral Information

- Referral Number: Unassigned
- Referral Type: Fraud Investigation
- Referral Source: DCF PARIS Reports
- Status: New
- Created By: BridgetBartelt TEST-INTGK
- Created On: 10/31/2017
- Referral Creation Office: 5013

Screenshot: Notification pop-up message of existing referral with same Data Exchange Referral Source

The following Data Exchange referral(s) with the same Referral Source exist(s).
 1110001041 - Not Assigned

Ok

WebI Reports and User Guide Button label update	The WebI Reports and User Guide button had a slash (/) between 'WebI Reports' and 'User Guide'.	The slash is now removed from the WebI Report and User Guide button and replaced with an "&". This change was to better identify BRITS WebI Reports & User Guide information. (See <i>screenshot below.</i>)	Chapter 2 BRITS Application Overview
Help Button label updated to BRITS User Manual	The Help button was labeled "Help".	The Help button is now the "BRITS User Manual" button. This better identifies access to the BRITS User Manual information.	Chapter 2 BRITS Application Overview
<p><i>Screenshot: "Help" button renamed "BRITS User Manual"</i></p> 			
Help Desk / Service Desk	The Help Desk was labeled the DCF Help Desk.	The Help Desk is now the DCF Service Desk to align with DCF language.	Chapter 3: Getting Started
Advanced Search – Filter Out Duplicates From Returned Results	<p>The previous functionality of the Advanced Search feature returned duplicate records with the same Case Number, Referral Number, Referral Status, PIN, Name, Atlas, Gender, and Date of Birth.</p> <p>Advanced searches also resulted in invalid records such as deleted aliases. Valid records exclude deleted aliases.</p>	The Advanced Search logic in BRITS now filters out "deleted aliases" records from the results. If you are doing a search and you entered five aliases but one was deleted, it will no longer show in the search results because it is no longer a valid record. (See <i>example below.</i>)	Chapter 25 Search

Example: A worker conducts an advanced search for Samantha Jones. He enters five aliases into the search, and also selects Samantha Jones' maiden name, Sam Smith, as an alias. Because one alias was deleted and only four aliases remained in the valid record, only six results came up in the search. The results included a record with her full name, a record for each of the four aliases that remained valid, and a record under her maiden name. The record for the deleted alias did not show in the results because it is not a valid record.

Samantha Jones
 Sam Jones – alias
 Sammie Jones – alias
 Sammy Jones – alias
 Samy Jones – alias (typo but was not deleted)
 Sam Smith – maiden name

TRAINING

The following resources are available in the [Partner Training Team \(PTT\) Learning Center](#):

- [Benefit Recovery Investigation Tracking System \(BRITS\) Desk Aid](#)
- Benefit Recovery Investigation Tracking System (BRITS) for W-2 Training
- Benefit Recovery Investigation Tracking System (BRITS) Resource Guide and Webcast for W-2
- [BRITS and CWW Integration – Desk Aid](#)
- BRITS Demonstrations

AGENCY ACTION

W-2 agencies must familiarize staff with these BRITS changes and update any relevant local agency processes and Standard Operating Procedures (SOPs). For example, update SOPs to reflect the implementation of BRITS and the replacement of FITS, which was located in the Benefit Recovery subsystem in CARES. Also, incorporate BRITS processing requirements from all BRITS releases (1, 1.1, 1.2). Agencies must submit their SOPs to their Regional Administrator or Regional Coordinator at the Bureau of Regional Operations (BRO) or Milwaukee Operations Section (MOS) within 30 days of this publication.

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/CH