

DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-422-7000
Fax: 608-266-6836
www.dcf.wisconsin.gov



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: 18-09
DATE: 06/20/2018

W-2 EA CF
JAL RAP Other EP *

SUBJECT: *Telephonic Signatures for CMF, CMF+, and CMU W-2 Eligibility Reviews*

CROSS REFERENCE: [Wisconsin Works \(W-2\) Manual Section 1.5.1](#)
[Joint Operations Memo 18-J7: Implementation of Wisconsin Works Case Management Follow-up Plus for Individuals Meeting Federal Work Participation Requirements](#)
[Joint Operations Memo 14-J1: Wisconsin Works Eligibility Reviews in CARES Worker Web \(CWW\)](#)
[Operations Memo 16-08: Modernizing CARES Work Programs Subsystem – CMF and CMU Placement Policies and Systems Changes](#)

EFFECTIVE DATE: June 23, 2018

PURPOSE

The purpose of this memo is to:

1. Introduce the ability for Wisconsin Works (W-2) agencies to schedule a Case Management Follow-up (CMF), Case Management Follow-up Plus (CMF+), and Case Management Underemployed (CMU) eligibility review phone appointment and to collect a telephonic signature for W-2 eligibility reviews conducted by telephone;
2. Describe policies for conducting W-2 eligibility reviews by telephone and collecting telephonic signatures; and

3. Provide instructions for collecting W-2 telephonic signatures in CARES Worker Web (CWW) using the Contact Center Anywhere (CCA) application.

BACKGROUND

The Department of Children and Families (DCF) released [Operations Memo 16-08](#) that expanded allowances for conducting Case Management Follow-up (CMF) and Case Management Underemployed (CMU) eligibility reviews by telephone.

When a CMF or CMU participant has a work schedule that makes it difficult to come into the office for a face-to-face eligibility review, the Financial and Employment Planner (FEP) may conduct the eligibility review by telephone. After completing the eligibility review, the Case Summary page is mailed to the participant to sign and return within seven (7) working days.

With the implementation of the Case Management Follow-up Plus (CMF+) placement (see [Joint Operations Memo 18-J7](#)), a new feature has been added to CWW to allow the collection of a telephonic signature as a valid form of signature and eliminates the requirement to mail the Case Summary page to the participant for a signature.

POLICY CHANGES

The following policies are effective June 23, 2018. The updated W-2 manual sections are attached with all policy changes incorporated. Policy that was removed is struck through and policy that has been added is underlined.

W-2 ELIGIBILITY REVIEWS

Current Policy

The W-2 agency is required to conduct a W-2 eligibility review at least every six months.

Updated Policy

Policy has been updated to specify that the W-2 agency may conduct a W-2 eligibility review by telephone when a CMF, CMF+, or CMU participant has a work schedule that makes it difficult to come into the office for a face-to-face eligibility review.

[See attached updated W-2 Manual Section 1.5.1.](#)

CONDUCTING W-2 ELIGIBILITY REVIEWS BY TELEPHONE

Current Policy

There is no policy providing guidelines on how to conduct W-2 eligibility reviews by telephone.

New Policy

New policy has been added to provide guidelines for reviewing and summarizing eligibility information collected during the telephone interview.

[See attached new W-2 Manual Section 1.5.1.1.](#)

TELEPHONIC SIGNATURECurrent Policy

There is no policy on telephonic signature as a valid form of signature for completing a W-2 eligibility review.

New Policy

New policy has been added to specify that a signature over the phone has the same legal effect and can be enforced in the same way as a written signature.

[See attached new W-2 Manual Section 1.5.1.2.](#)

CARES WORKER WEB (CWW)

W-2 agencies must complete the following steps to initiate a W-2 eligibility review and invoke the W-2 review driver flow (see [Joint Operations Memo 14-J1](#) on initiating W-2 eligibility reviews):

- Select the **Process Review or Renewal** button on the **Case Summary** page; and
- Select an **Interview Type** from the **Application/Review Interview Details** page for the **WW – W-2** Program and click Next to start the W-2 Review Driver Flow.

Effective June 23, 2018, W-2 agencies will be able to schedule a CMF, CMF+, or CMU W-2 eligibility review phone appointment in CWW and collect a telephonic signature for eligibility reviews conducted by telephone.

CLIENT SCHEDULING

A new client scheduling appointment activity type was added to support W-2 eligibility review phone appointments (see *Notices* below for a description of the appointment notice):

CODE	DESCRIPTION
AT	W-2 ELIG REV/PHONE

CONTACT CENTER ANYWHERE

Contact Center Anywhere (CCA) is a software that supports call center systems. The features available to W-2 agencies are the abilities to make outbound calls, record a telephonic signature, and assign a unique ID to the record. (See *W-2 Telephonic Signature Process* below for instructions for collecting a telephonic signature.)

A *Contact Center Anywhere Reference Guide for W-2* will be available in the PTT Learning Center as a document within the *Case Management Follow-up Plus (CMF+)* course.

GENERATE SUMMARY PAGE

The **Generate Summary** page has been modified to include **P – Telephonic** as an option in the **Wisconsin Works Signature** drop-down menu.

Generate Summary Cancel

Effective Period	
Effective Date:	05/25/2018
Worker:	B YANG (XCTA3V)

Summary	
Child Care Signature:	<input type="button" value="Menu"/>
W-2 Signature:	<input type="text" value="P - Telephonic"/> <input type="button" value="Menu"/>
View Summary:	E - English <input type="button" value="View"/>
What would you like to do?	<input type="text" value="MS - Mail Summary"/> <input type="button" value="Menu"/>

The **What would you like to do?** field will default to **MS – Mail Summary** when **P – Telephonic** is selected.

W-2 Telephonic Signature Instructions

1. Select **P – Telephonic** as a signature type. CWW will dynamically display the following telephonic signature-specific sections:
 - Telephonic Signature ID
 - Signing Your Eligibility Review
 - Summary of Your Requests
 - Automated Prompt
 - Use of Social Security Number
 - Telephonic Signature
 - Completing the Signature

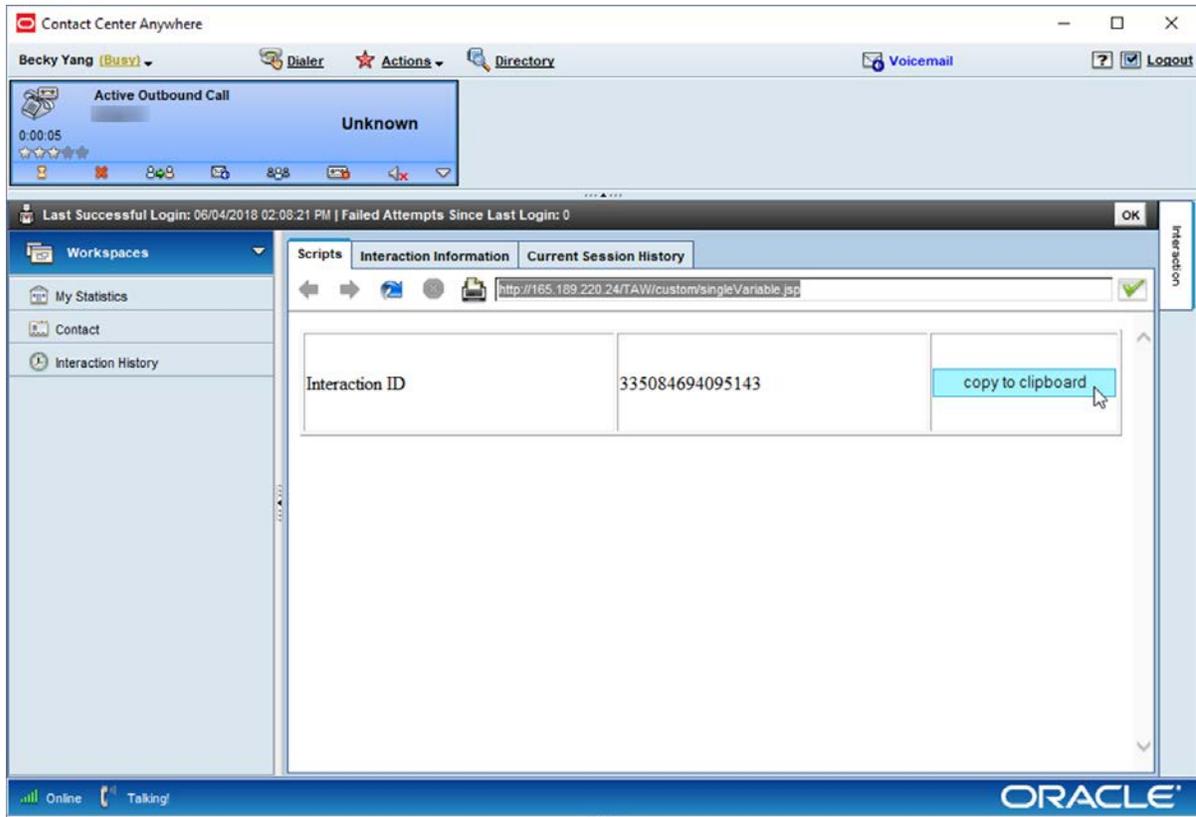
Each section displays a script that the FEP must read to the participant.

Generate Summary

Cancel

Effective Period	
Effective Date:	05/25/2018
Worker:	B YANG (XCTA3V)
Summary	
W-2 Signature:	P - Telephonic
* View Summary:	E - English <input type="button" value="View"/>
* What would you like to do?	MS - Mail Summary
Telephonic Signature ID	
* Telephonic Signature ID:	<input type="text"/>
In order to set your date of eligibility review, we will record the next portion of this call and keep it on file.	
Signing Your Eligibility Review	
I will now read a summary of the information you have provided and record your verbal signature. This is done to confirm what you said, and make sure you understand everything we have discussed. Please listen carefully and let me know if any of the information needs to be changed.	
Summary of Your Requests	
You have requested the following programs:	
<ul style="list-style-type: none"> Wisconsin Works (W-2) 	
I will now read you a list of statements. After I read these statements, I will ask you to confirm that you understand and agree to each statement. If you have any questions or concerns with any of these statements, please feel free to interrupt at any time.	
Automated Prompt	
Prompt ID:	09
Use of Social Security Number	
You must give a Social Security number for each person in your family who receives assistance. You may need to provide proof that a person who does not have a Social Security number has applied for one.	
State law requires you to give a Social Security number or apply for a Social Security number to determine your family's eligibility for W-2. The number you give to the agency will be verified through a computer matching program to ensure compliance with program regulations and management.	
Telephonic Signature	
<ul style="list-style-type: none"> We will provide you with a written summary of your eligibility review. You are required to review it and notify us within 10 days if you see anything that is not correct. If your child or children move out of your home, you must notify us within 5 working days. If you do not contact us, we will assume that you agree with everything recorded on the eligibility review. You may need to provide proof of your answers. By telephonically signing this eligibility review, we are authorized to contact any person or organization to obtain needed information in order to determine if you can receive W-2 services. There are penalties for giving false information or breaking the rules. This agency cannot discriminate on the basis of race, color, national origin, sex, age, disability, or religious or political beliefs. Your Civil Rights will be upheld. Your private information will be treated confidentially. If you have a disability, you may request information about your W-2 services in a different format. You will be required to cooperate with the Child Support agency in order to participate in Wisconsin Works. By signing this eligibility review for Wisconsin Works, you are also applying for Child Support Services. You have the right to request a Fact Finding if you disagree with the agency actions regarding your W-2 services. The Wisconsinjobcenter.org is available to you and it is the largest source of job openings in Wisconsin. To find a Job Center location near you, call 1-888-258-9966. 	
Do you certify, under penalty of law and perjury, that you understand the questions and statements read to you, and your answers are correct and complete to the best of your knowledge?	
Completing the Signature	
A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. Would you like to sign this eligibility review over the phone?	
Please state your full legal name, today's date and the current time.	

2. Click on the **View** button in the **Summary** section to display the Case Summary PDF. (See *Summary of Your Requests* below for instructions on providing a verbal summary of the Case Summary PDF.)
3. Click the  icon in CCA to begin recording the telephonic signature.
4. Copy and paste the CCA Interaction ID into the **Telephonic Signature ID** field on the **Generate Summary** page.



5. Verbally read all of the statements under each signature-specific section of the **Generate Summary** page.
6. Click the  icon in CCA to stop recording the telephonic signature.

Summary of Your Requests

When the FEP gets to the **Summary of Your Requests** section, the FEP must provide a verbal summary of the W-2 eligibility review. This section will vary from case to case due to the unique circumstances of each W-2 group's eligibility factors.

An effective summary is short and concise. The summary ensures that the information collected during the interview is correct. There is no need to read the Case Summary PDF word for word. Simply state the information that was used in determining eligibility:

- A. Program of assistance
- B. Address and contact information
- C. Names and relationships of all household members
- D. Absent parent information
- E. Key nonfinancial eligibility factors, including but not limited to:
 - 1. Custodial parent status;
 - 2. Age of youngest child;
 - 3. Citizenship or qualified non-citizenship status;
 - 4. Cooperation with child support;
 - 5. Cooperation with W-2 program requirements;
 - 6. Receipt of Supplemental Security Income or Social Security Disability Insurance; and
 - 7. Program disqualifications for anyone in the home.
- F. Income information
 - 1. Earned income details:
 - a. Name of employer;
 - b. Rate of pay;
 - c. Number of hours worked per pay period; and
 - d. Bonuses and commissions
 - 2. Unearned income details:
 - a. Sources of unearned income; and
 - b. Amounts
- G. Expense information
 - 1. Shelter and utilities;
 - 2. Medical;
 - 3. Child support; and
 - 4. Dependent care
- H. Any verification that is required to determine W-2 eligibility and the due date of verification.

Example: Nicole is a single mother with two children ages 10 and 8. She is receiving W-2 Case Management Follow-up, Child Care, Health Care, and FoodShare. The FEP calls Nicole and completes a W-2 eligibility review over the phone. Nicole is working full-time at ABC Industries. She does not receive any child support. She pays rent that includes water and heat.

The FEP provides the following verbal summary to Nicole:

Nicole, you completed your W-2 eligibility review. You live at 825 Madison Avenue, Milwaukee, WI 53228 with your children, Tristen and Mariah. Your contact phone number is 414-555-5555. You are employed at ABC Industries. You are paid bi-weekly. You make \$9 per hour and work 80 hours per pay period. You have no other sources of income. Your rent is \$500 per month and includes utilities. Is this information correct? Are there any changes needed?

Automated Prompt

The **Prompt ID** number in the **Automated Prompt** section indicates which version of the text is displayed in the **Telephonic Signature** section. At this time, the **Automated Prompt** section is non-functional and will be used for W-2 when CCA is replaced by a new application, Genesys. DCF will notify W-2 agencies when Genesys is in effect and the **Automated Prompt** section is functional.

Use of Social Security Number

The FEP must read the statement under the **Use of Social Security Number** section as it is displayed. This statement is an approved statement in W-2 policy for providing social security numbers. (See W-2 Manual, Section 2.7.1.) Paraphrasing is prohibited.

W-2 ACKNOWLEDGEMENTS

The *W-2 Acknowledgements* page has been updated to specify that the participant signed the eligibility review telephonically. Additional updates have been made to align acknowledgement statements with existing W-2 policy. Updates are highlighted in yellow:

W-2 Acknowledgements

By telephonically signing this eligibility review, I understand and agree to the following:

- I may need to give proof of the answers I have given. This may include proof of age, identity, Social Security numbers, immigration status, income and assets (for example, bank accounts, property, savings bonds, etc.). My W-2 worker will give me a list of items that need proof and the date I have to get the proof to my worker.
- The W-2 agency and the Department of Children and Families may ask for any information that is needed to determine eligibility for the W-2 program. This may include financial, employment or educational information. The information may be requested from places such as the Internal Revenue Service, Social Security Administration, Unemployment Insurance Division, the Department of Transportation and any financial institution, credit reporting agency, employer, etc.
- I understand that I must not give false information. This includes:
 1. Make false or misleading statements.
 2. Misrepresent or withhold facts.
 3. Act in a way intended to mislead or misrepresent or withhold facts.
 - I understand that I can be denied W-2 or my W-2 payments can be terminated if I or one of my household members with my knowledge is found to have intentionally given false information so that I can become or stay eligible for W-2 services.
 - If I or one of my household members with my knowledge is found to have intentionally given false information one time, I will be denied W-2 eligibility for six months. If I or one of my household members is found to have intentionally given false information two times, I will be denied W-2 eligibility for twelve months. If I or one of my household members is found to have intentionally given false information three times, I will be denied W-2 eligibility permanently. I understand that I may also be prosecuted for fraud if I intentionally give false information to receive payments at any time.
 - I understand that I will not be able to get W-2 services for 10 years if I am found to have provided false information about who I am or where I live in order to receive payments from different states at the same time.
 - I understand that I have to pay back any W-2 payments that I get by mistake. I must pay them back if the mistake is the W-2 agency's fault or my fault.
- I understand that I must report changes to the information I gave in this eligibility review within 10 calendar days of the change. Also, I understand that if my child or children move out of my home, I must report this change within 5 working days.
- I understand that I may not be eligible for W-2 for 90 days if I or one of my household members refuses to participate.
- If I have a disability, I may ask for an accommodation. If I have hearing problems, I may ask for this information through a sign language interpreter or in a different format. If I do not speak or read English, I may ask for an interpreter or I may ask to have this information translated to another language. The W-2 agency cannot discriminate on the basis of race, color, national origin, sex, age, disability, or religious or political beliefs.

TELEPHONIC SIGNATURE

The Case Summary PDF will now include a *Wisconsin Works (W-2) Telephonic Signature* section that references the participant's telephonic signature:

Wisconsin Works (W-2) Telephonic Signature

I have agreed to submit this eligibility review by telephone. My signature, whether telephonic or written certifies that, under penalty or perjury and false swearing, my answers are correct and complete to the best of my knowledge. I also certify that:

- I understand the questions and statements on this eligibility review form.
- I have read and understand my Rights and Responsibilities.
- I understand the penalties for giving false information or breaking the rules.
- I understand the agency may contact other persons or organizations to obtain needed proof of my eligibility for W-2 services and I authorize third parties to provide this proof.
- I understand that a telephonic signature has the same legal effect and can be enforced in the same way as a written signature.
- I understand the Wisconsin Works program work requirements.

Signed telephonically: NICOLE THATCHER

May 25, 2018 at 04:19 PM

TEL ID: 335084694095143

TRANSLATIONS

The telephonic signature script on the **Generate Summary** page is displayed in English in CWW. The FEP must offer the telephonic signature option via an interpreter to CMF, CMF+, and CMU participants in their preferred languages.

Attached to this memo are English and Spanish text for the telephonic signature script on the **Generate Summary** page. These attachments are intended as references when collecting a telephonic signature and:

- A Spanish speaking FEP is interpreting to a Spanish speaking participant; or
- An interpreter for a language other than English or Spanish wants a reference sheet to follow when interpreting the FEP's statements into the participant's preferred language.

NOTICES

The new case-based *W-2 Eligibility Review Appointment* notice code is CSW5. CSW5 will include the date and time of the eligibility review phone appointment and the phone number in which the FEP will contact the participant. (See Attachment: [W-2 Eligibility Review Appointment \(CSW5\)](#)).

CSW5 will be available in ACCESS Check my Benefits (CMB).

TRAINING

Training on telephonic signatures for W-2 eligibility reviews is available on the [Partner Training Team \(PTT\) Learning Center](#) in the *Case Management Follow-up Plus (CMF+)* course.

AGENCY ACTION

W-2 agencies must familiarize staff with the new telephonic signature policy and CWW system changes and update any relevant standard operating procedures.

ATTACHMENTS

[W-2 Manual, Section 1.5.1 W-2 Eligibility Reviews](#)
[W-2 Manual, Section 1.5.1.1 Conducting W-2 Eligibility Reviews by Telephone](#)
[W-2 Manual, Section 1.5.1.2 Telephonic Signature](#)
[Generate Summary Telephonic Signature Script – English](#)
[Generate Summary Telephonic Signature Script – Spanish](#)
[W-2 Eligibility Review Appointment \(CSW5\)](#)

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 and BY