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State of Wisconsin  
Governor Scott Walker



TO: **W-2 Agencies**  
**Training Staff**

FROM: Ed Emmons, Acting Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

<b>BWF OPERATIONS MEMO</b>	
<b>No:</b>	<b>18-22</b>
<b>DATE:</b>	<b>10/24/2018</b>
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<b>W-2</b> <input checked="" type="checkbox"/>	<b>EA</b> <input type="checkbox"/> <b>CF</b> <input type="checkbox"/> <b>JAL</b> <input type="checkbox"/>
<b>RAP</b> <input type="checkbox"/>	<b>TMJ</b> <input type="checkbox"/> <b>TJ</b> <input type="checkbox"/> <b>Other EP</b> <input type="checkbox"/>

**SUBJECT: *Wisconsin Works Nonfinancial Eligibility Verification Policy Updates and Changes to CARES Worker Web***

**CROSS REFERENCE:** [W-2 Manual, 2.2.1 List of Criteria](#)  
[W-2 Manual, 2.4.1 Verifying U.S. Citizenship or Qualified Non-Citizen Status](#)  
[W-2 Manual, 2.4.3 U.S. Citizenship for Foreign-Born Children](#)  
[W-2 Manual, 4.1.1 Introduction](#)  
[W-2 Manual, 4.1.2 Information Requiring Eligibility Verification](#)  
[Operations Memo 17-02: Social Security Number \(SSN\) Case File Documentation for Wisconsin Works \(W-2\)](#)

**EFFECTIVE DATE:** October 27, 2018

**PURPOSE**

The purpose of this Operations Memo is to:

1. Describe new policies and policy updates for verifying Wisconsin Works (W-2) applicants' birth date, Wisconsin residency, U.S. citizenship, and identity; and
2. Announce related changes to CARES Worker Web (CWW).

**BACKGROUND**

W-2 agencies must verify nonfinancial and financial information provided by W-2 applicants to determine whether an applicant is eligible for W-2 services (see W-2 Manual [Section 4.1.1](#)). The Department of Children and Families (DCF) is updating policy and enhancing CWW to

support verification of birth date, Wisconsin residency, U.S. citizenship, and identity for the following reasons:

- The Legislative Audit Bureau has found that W-2 agencies are not entering acceptable verification codes for birth date and Wisconsin residency in CWW;
- The W-2 Manual does not clearly state which W-2 group members must verify Wisconsin residency and U.S. citizenship or qualified non-citizen status; and
- DCF has identified changes to W-2 policy for verifying birth date and identity to better align with the verification policies of FoodShare, health care programs, and the Wisconsin Shares Child Care Subsidy program.

## ***POLICY CHANGES***

Effective October 27, 2018, Financial and Employment Planners (FEPs) can use an existing data exchange and certain verification codes entered by an Income Maintenance (IM) worker to verify an applicant's birth date. The updated W-2 manual sections are attached with all policy changes incorporated and will be included with the next manual release. Policy that has been added is underlined and policy that was removed is struck through.

### ***BIRTH DATE VERIFICATION – STATE ONLINE QUERY INTERNET DATA EXCHANGE***

#### ***Current Policy***

There is no policy allowing the State Online Query Internet (SOLQ-I) data exchange as verification of birth date for W-2.

#### ***New Policy***

The SOLQ-I data exchange is the existing data exchange used by FEPs to verify an individual's Social Security Number (SSN). This data exchange verifies an individual's SSN with the Social Security Administration (SSA) by using the individual's name and birth date. Therefore, if the data exchange verifies an individual's SSN, it also verifies the birth date. The following item now serves as verification of birth date for W-2:

- State Online Query Internet (SOLQ-I) data exchange (**SSA Verification** field is V – VERIFIED).

[See attached updated W-2 Manual Section 4.1.2.](#)

### ***BIRTH DATE VERIFICATION – CONTINUOUSLY ELIGIBLE NEWBORN AND MEDICAID BIRTH CLAIM***

#### ***Current Policy***

There is no policy allowing NB (Continuously Eligible Newborn) or MB (Medicaid Birth Claim) codes when entered by an IM Worker as verification of birth date for W-2.

#### ***New Policy***

Policy now allows the following items to serve as verification of birth date for W-2:

- NB (Continuously Eligible Newborn) code when entered by an IM Worker; and

- MB (Medicaid Birth Claim) code when entered by an IM Worker.

IM Workers enter one of these codes when they verify the birth date of infants who are eligible for Wisconsin Medicaid. This method of IM verification is now valid verification of birth date for W-2.

[See attached updated W-2 Manual Section 4.1.2.](#)

### WISCONSIN RESIDENCY VERIFICATION

#### Current Policy

To be eligible for W-2 services an applicant or participant must be a resident of Wisconsin (see W-2 Manual [Section 2.2.1](#)). Verification of residency is required at application, and thereafter, only if questionable. In addition, residency verification is not required for homeless or migrant assistance groups newly arrived to the area. However, current policy does not explicitly identify which group members must have Wisconsin residency verified for the W-2 Group to be eligible to receive W-2 services.

#### Updated Policy

For all W-2 Groups, with the exception of homeless or migrant assistance groups newly arrived to the area, Wisconsin residency must be verified only for the primary person in the W-2 Group.

[See attached updated W-2 Manual Section 4.1.2.](#)

### U.S. CITIZENSHIP VERIFICATION

#### Current Policy

Policy is unclear as to which W-2 group members must have verified U.S. citizenship or qualified non-citizen status for eligibility determination. Policy requires verification of U.S. citizenship or qualified non-citizen status for all adults in the W-2 Group (see W-2 Manual [Section 2.4.1](#)). However, other policy implies that the U.S. citizenship or qualified non-citizen status verification is needed for all children in the W-2 Group (see W-2 Manual [Section 2.4.3](#)).

#### Updated Policy

Policy is updated to clarify that when applying for W-2, all individuals in the W-2 Group must verify U.S. citizenship or qualified non-citizen status. .

[See attached updated W-2 Manual Section 2.4.1.](#)

## IDENTITY VERIFICATION

### Current Policy

Policy requires all W-2 group members to have their identity verified for eligibility determination. “MB (Medicaid Birth Claim) when entered by an IM Worker” is allowed as verification of identity.

### Updated Policy

Policy is updated to specify that when applying for W-2, all applicants must verify the identity of all adults in the W-2 Group. The identity of children is assumed to be verified because SSN, birth date, and U.S. citizenship or qualified non-citizen status must be verified for all individuals in the W-2 Group.

Policy now disallows the use of the MB (Medicaid Birth Claim) code when entered by the IM Worker as verification of identity for W-2 eligibility.

[See attached updated W-2 Manual Section 4.1.2.](#)

## **CARES WORKER WEB CHANGES**

### NEW BIRTH DATE VERIFICATION PROCESSES

#### SOLQ-I Data Exchange

The SOLQ-I data exchange verifies birth date when the **SSA Verification** field on the **Household Members** page is populated with V – VERIFIED. To verify an individual’s birth date using the SOLQ-I data exchange, the FEP must complete the following steps in CWW:

1. Enter the individual’s SSN on the **Household Members** page and choose C – COMPLETED REQUIREMENTS from the **SSA Verification** drop-down menu. This will allow the SOLQ-I data exchange to verify the individual’s name, SSN, and birth date with the SSA.
2. If the SOLQ-I data exchange is successful, the **SSA Verification** field will populate with V – VERIFIED after the FEP navigates off the **Household Members** page. Therefore, the individual’s birth date is verified. The default value, NQ – NOT QUESTIONABLE, is allowed in the **Verification** field of the **Birth Date** field on the **Household Members** page in CWW.

If the data exchange is not successful, the FEP will receive an alert and a SOLQ-I discrepancy will occur. The FEP must resolve the discrepancy following the process described in [Operations Memo 17-02](#). If the discrepancy is resolved and the **SSA Verification** field populates with V – VERIFIED, birth date is verified. If the birth date is not verified through the SOLQ-I data exchange, FEPs must request verification of birth date. Once FEPs receive verification, they must enter the corresponding verification code in the **Verification** field on the **Household Members** page.

NB and MB Codes

IM agencies verify the birth dates of infants who are eligible for Wisconsin Medicaid. IM workers enter either the NB-CONTINUOUSLY ELIGIBLE NEWBORN code or the MB-MEDICAID BIRTH CLAIM code in the **Verification** field for **Birth Date** on the **Household Members** page when verifying the birth date of infants eligible for Wisconsin Medicaid. When a FEP is verifying eligibility for a W-2 request made on an existing IM case and the IM worker has already entered one of these codes, the FEP needs to do nothing further to verify the individual's birth date.

CONFIRM ELIGIBILITY PAGE

To support birth date and Wisconsin residency verification policy, DCF is adding two hard stops to the **Confirm Eligibility** page if either of the two scenarios below occurs:

1. There is NQ – NOT QUESTIONABLE in the **Verification** field for **Birth Date** on the **Household Members** page for any individual in the W-2 assistance group and **SSA Verification** is not V – VERIFIED for the individual; and
2. There is NQ – NOT QUESTIONABLE in the **Verification** field for **Resides in WI** on the **Current Demographics** page for the primary person and the primary person is not homeless.

If FEPs attempt to confirm eligibility, the error messages below will display informing the FEPs of what action to take.

**Confirm Eligibility**
Cancel

**The following events have occurred:**

**XE149:** Enter a valid Birth Date verification code or pend with PN for MOM SMITH.

**XE149:** Enter a valid Resides In WI verification code or pend with PN for MOM SMITH.

**Health Care / CTS Results**

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

**FoodShare Results**

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
FS - FOODSHARE	1	10/05/2018	10/31/2018	\$439.00	OPEN	PASS		No <input type="button" value="v"/>

**Child Care Results**

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
Program either not requested or already confirmed.								

**W-2 Results**

Program	Sequence	Benefit Begin Date	Benefit End Date	Benefit Amount	AG Status	Eligibility Status	Reasons	Confirm?
WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	1	10/03/2018	10/31/2018	N/A	OPEN	PASS		Yes <input type="button" value="v"/>

**TRAINING**

The following training resources will be updated to reflect the content of this memo and are available on the [Partner Training Team Learning Center](#) website:

- [CWW Application Entry – Desk Aid](#)
- Managing W-2 Discrepancies – SOLQ-I
- Practical Applications in CWW

**AGENCY ACTION**

W-2 agencies must familiarize staff with the verification policies and CWW system changes and update any relevant standard operating procedures.

**ATTACHMENTS**

[W-2 Manual, Section 2.4.1 Verifying U.S. Citizenship or Qualified Non-Citizen Status](#)  
[W-2 Manual, Section 4.1.2 Information Requiring Eligibility Verification](#)

**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/NH & GS