



STATE OF WISCONSIN

Date: October 12, 2018

DMS and DFES Operations Memo 18-J10

**Amended October 25, 2018**

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
Workforce Development Boards  
W-2 Agencies  
Training Staff  
TMJ Contractors, Subcontractors, and Staff  
TJ Contractors, Subcontractors, and Staff  
Children First Contractors, Subcontractors, and Staff

From: Rebecca McAtee, Bureau Director  
Bureau of Enrollment Policy and Systems  
Division of Medicaid Services  
Department of Health Services

Edward Emmons, Acting Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

**Affected Programs:**

- BadgerCare Plus
- Caretaker Supplement
- Children First
- Emergency Assistance
- FoodShare
- FoodShare Employment and Training
- Job Access Loan
- Job Center Programs
- Medicaid
- Other Employment Programs
- Refugee Assistance Program
- SeniorCare
- Transform Milwaukee Jobs
- Transitional Jobs
- Wisconsin Shares Child Care
- Wisconsin Works
- Workforce Innovation and Opportunity Act

**Enhancements to Confidential Case Functionality**

**CROSS REFERENCE**

- Operations Memo [18-J8](#)
- Process Help, [Section 8.1 Make Case Confidential](#)
- Wisconsin Works (W-2) Manual, [Section 1.5.1.3 Discussing Confidentiality Situations](#), [Section 4.5 Working with Confidential Cases in W-2](#)
- TMJ/TJ Policy Manual [Section 2.10.4 Access to Confidential Cases](#)

**EFFECTIVE DATE**

October 27, 2018

**PURPOSE**

This operations memo announces new policy for working with W-2 confidential cases, enhanced functionality in CARES and CARES Worker Web (CWW) for W-2 confidential cases, and a temporary

process for accessing the CARES Work Programs screens for certain Transform Milwaukee Jobs (TMJ), Transitional Jobs (TJ), and Children First (CF) participants.

## **BACKGROUND**

A person's case can be made confidential in CWW to restrict access to the case and the information the case contains for the protection and well-being of the person. However, current W-2 policy and process do not address access to confidential cases, and the existing functionality for working with a confidential case in CARES and CWW is limited.

Currently, confidential cases in CWW are only visible to the primary income maintenance (IM) case worker and the IM worker's supervisor. The new CARES enhancements will also allow the primary Financial and Employment Planner (FEP) and his or her immediate supervisor access to the confidential case.

New policy and CARES enhancements will provide guidance to agency staff for working with confidential cases, make confidential cases easier to work with in CARES and CWW, and protect the information of members and W-2 participants with confidential cases.

## **POLICY**

### ***IM POLICY***

There are no changes to IM policy about or access to confidential cases.

### ***W-2 POLICY***

A new section, 4.5 Working with Confidential Cases in W-2, will be added to the W-2 Manual with the next release to provide new policy. 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.

Under this policy, the FEP must make a person's case confidential in CWW in certain situations for the person's protection and well-being. If the person has requested that the FEP or IM worker make his or her case confidential, the worker must inform the person that she or he will not be able to view the case information in ACCESS or receive email correspondence.

### ***ACCESSING A CONFIDENTIAL CASE***

As of October 27, 2018, in addition to the IM worker assigned to the case and that worker's immediate supervisor, the FEP assigned to the confidential case and the FEP's assigned supervisor will be able to access the following:

- A confidential case in CWW
- The corresponding WP screens in CARES Mainframe
- Case documents in Electronic Case File (ECF)

Other agency staff whose duties require that they have access to the information will need to work with the FEP assigned to the confidential case, the assigned supervisor of the FEP assigned to the case, the IM worker assigned to the case, or the supervisor of the IM worker assigned to the case to obtain the needed information.

With regard to case confidentiality, an FEP's assigned supervisor is the primary supervisor of the assigned worker supervisor unit in CARES.

If a person requests W-2 and has an existing confidential case in CWW for another assistance program, the FEP must contact the other assistance program and work with the appropriate worker to gain access to the case. Similarly, if a person has a confidential W-2 case and requests assistance from another program, the FEP must work with the appropriate worker from the other program to provide access to the case. The case must return to confidential status after the required access has been granted.

See attached W-2 Manual sections [4.5.1](#) and [4.5.3](#) for the new policy.

### ***FEP CASE MANAGEMENT FOR PARTICIPANTS WITH A CONFIDENTIAL CASE***

A new section, [1.5.1.3](#) Discussing Confidentiality Situations, will be added to the W-2 Manual with the next release to reflect this new policy.

Under this policy, the FEP should discuss a person's confidentiality situation when necessary but, at a minimum, must discuss the confidentiality situation during every eligibility review. A confidentiality situation refers to the situation that prompted the person's case to be made confidential. The new W-2 Manual, [Section 4.5.2](#), lists the situations in which the FEP must make a person's case confidential in CWW. The discussion must be documented in case comments in CWW.

See attached W-2 Manual sections [1.5.1.3](#) and [4.5.3](#) for the new policy.

## **CARES**

### ***CARES WORKER WEB (CWW)***

IM supervisors can continue to change the confidential status of the case. As of October 27, 2018, the assigned FEP and the FEP's assigned supervisor will also be able to view a confidential case and change the confidential status of the case on the Case Summary page.

### ***CASE SUMMARY PAGE***

IM supervisors and FEPs who have the authority to change case confidentiality can select Make Case Confidential from the Case Summary page as shown in Figure 1.

**Case Summary**
Reset

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**Summary Information**

Primary Person: [REDACTED] W-2 Placed Participant: [REDACTED]

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**Contact Information**

County of Residence: **40 - MILWAUKEE COUNTY**

Household Address: [REDACTED] Alternate Address: [REDACTED]

**MILWAUKEE WI 53212**

Phone: [REDACTED] Phone: [REDACTED]

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**Office / Worker Information**

Eligibility Office: **MILWAUKEE W-2 ELIG - NORTHERN (5611)** W-2 Work Program Office: **MILWAUKEE W-2 WP - NORTHERN/ROSS (1581)**

County / Tribe: **40 - MILWAUKEE COUNTY**

IM Consortium: **STATE CONSORTIUM** W-2 Geographical Area: [REDACTED]

Assigned Worker: [REDACTED] FEP: [REDACTED]

Caseload: **4373**

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**Case Information**

Language: **E - ENGLISH** W-2 Placement: **CSJ - COMMUNITY SERVICE JOB**

Last Renewal / Review Date: [REDACTED] Next Renewal / Review Date: **01/31/2019**

Case Closed Date: [REDACTED] Case Web Status: **WEB**

Case Archival Status: **Case does not have any archived information**

BRITS: [Create BRITS Referral](#)

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**Associated RFA Information / ACCESS Application Information**

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
1003587615	40	Walk-in	INDIVIDUALS PROCESSED	08/28/2018			🔍

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**What would you like to do?**

Workflow Options	Case Maintenance
<input type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Renewal / Review	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input checked="" type="radio"/> <b>Make Case Confidential</b>
<input type="radio"/> View / Record Six Month Report Actions	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment
Next ▶

**Figure 1** Case Summary page showing Make Case Confidential Selected

An IM worker not assigned to the confidential case or FEP who is not assigned to a confidential case would not be able to access the case, and would see the message displayed in Figure 2.



New informational messages on the W-2 Request page will inform the FEP when the case must be made confidential. The messages will display to the FEP assigned to the case.

If a W-2 request is made and a person included in the request is also on a confidential case, a new informational message, AE782, “There is at least one person in this W-2 case who is attached to another confidential case(s). You must make the following case(s) confidential:” will display as shown in Figure 5. Upon receiving this message, the FEP must make the W-2 case confidential by selecting Make Case Confidential on the Case Summary page.

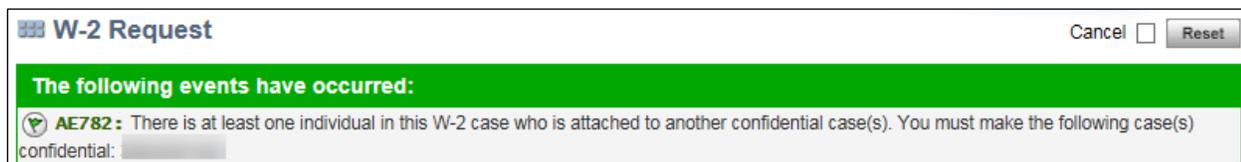


Figure 5 Informational Message AE782 on W-2 Request page

If a W-2 request is made on a nonconfidential case that includes a person who was part of a confidential case that was closed within the last three years, a new informational message will alert the FEP to determine if the nonconfidential case should be made confidential. The new informational message, AE784, “There is at least one person in this W-2 case who was recently attached to another confidential case(s). Discuss with the participant if the following case(s) should be made confidential:” will display as shown in Figure 6. Upon receiving this message, the FEP must:

1. Inform the person that he or she was previously included in a confidential case.
2. Discuss with the person whether the W-2 case should be made confidential.

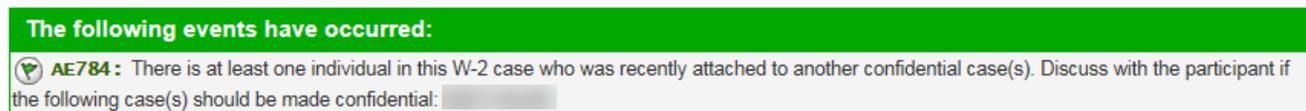


Figure 6 Informational Message AE784 on W-2 Request page

If a worker attempts to assign an ID that is not an FEP ID, a new edit message, AE108, “Please enter a valid FEP ID.” will display as shown in Figure 7.



Figure 7 Edit Message AE108 on W-2 Request page

## ELECTRONIC CONTACT INFORMATION PAGE

Because participants or members cannot use ACCESS to view a confidential case, the value in the “Get Letters online with email notifications instead of by regular email?” field on the Electronic Contact Information page will automatically change from Yes to No when a case is made confidential. Workers will not be able to select electronic correspondence to be sent on a confidential case. If a worker attempts to select electronic correspondence, the edit message AE781, “Paperless indicator cannot be 'Y' when the case is confidential” will display as shown in Figure 8.



Figure 8 Edit Message AE781 on Electronic Contact Information page

### ***ADDING A W-2 REQUEST TO A CONFIDENTIAL CASE***

If W-2 is requested for a confidential case that has no prior W-2 request, the FEP will not have access to the case until his or her FEP ID is entered on the W-2 Request page. The IM worker's supervisor must make the case not confidential. Once the FEP enters his or her ID and makes any W-2 program changes, the FEP must navigate to the Case Summary page and make the case confidential again.

### ***ADDING AN IM PROGRAM REQUEST TO A CONFIDENTIAL CASE***

An FEP who creates a case with only W-2 will automatically be the primary worker for the case. An IM worker subsequently processing a request for an IM program should ask the FEP to use the Transfer Case option on the Case Summary page to transfer the case to the IM worker. However, if the case is confidential, the FEP or FEP's assigned supervisor must make the case not confidential. Once the IM worker is the primary worker on the case, the IM worker's supervisor must navigate to the Case Summary page and make the case confidential again. The IM worker, the IM worker's supervisor, the assigned FEP, and that FEP's assigned supervisor will then all have access to the case.

### ***CARES MAINFRAME***

Effective October 27, 2018, CARES Mainframe Work Programs (WP) subsystem will also have enhanced functionality for W-2 confidential cases. When a case is made confidential in CWW, WP screens for any person on that case who is enrolled in the WP subsystem will automatically be made confidential. Viewing of these screens will be limited to the assigned FEP and the FEP's assigned supervisor.

**Note:** This change is only for the WP subsystem screens, which are located under MNWP. There are no changes in access to the Benefit Issuance screens, such as IQAD and IQAF, which are located under MNBI.

### ***TRANSFORM MILWAUKEE JOBS, TRANSITIONAL JOBS, AND CHILDREN FIRST***

The WP screens for TMJ, TJ, and CF participants open in Work Programs will be made confidential if the TMJ, TJ, or CF participant is also open in CWW for another assistance program (for example, FoodShare, BadgerCare, or Wisconsin Shares Child Care Subsidy) and the participant's CWW case is confidential. Only the participant's assigned TMJ, TJ, or CF worker will be able to access the WP screens.

The method by which TMJ, TJ, and CF workers obtain access to WP screens for people with a confidential case in CWW will differ based on when the person enrolls in TMJ, TJ, or CF. If the person is enrolled in the WP subsystem prior to October 27, 2018, the TMJ, TJ, or CF worker will be attached to the case and automatically have access to the WP screens. If the person is referred to the WP subsystem on or after October 27, 2018, and the person has a confidential CWW case prior to referral, the TMJ, TJ, or CF worker will not automatically have access to the WP screens to complete enrollment. The CWW case will need to be made not confidential in order for the TMJ, TJ, or CF worker to obtain

access to the WP screens. The TMJ, TJ, or CF worker must complete the following steps to obtain access to the WP screens:

1. When trying to access a WP screen, the worker will receive a message that reads: “044 – ACCESS DENIED – CONFIDENTIAL CASE.” as shown in Figure 9.

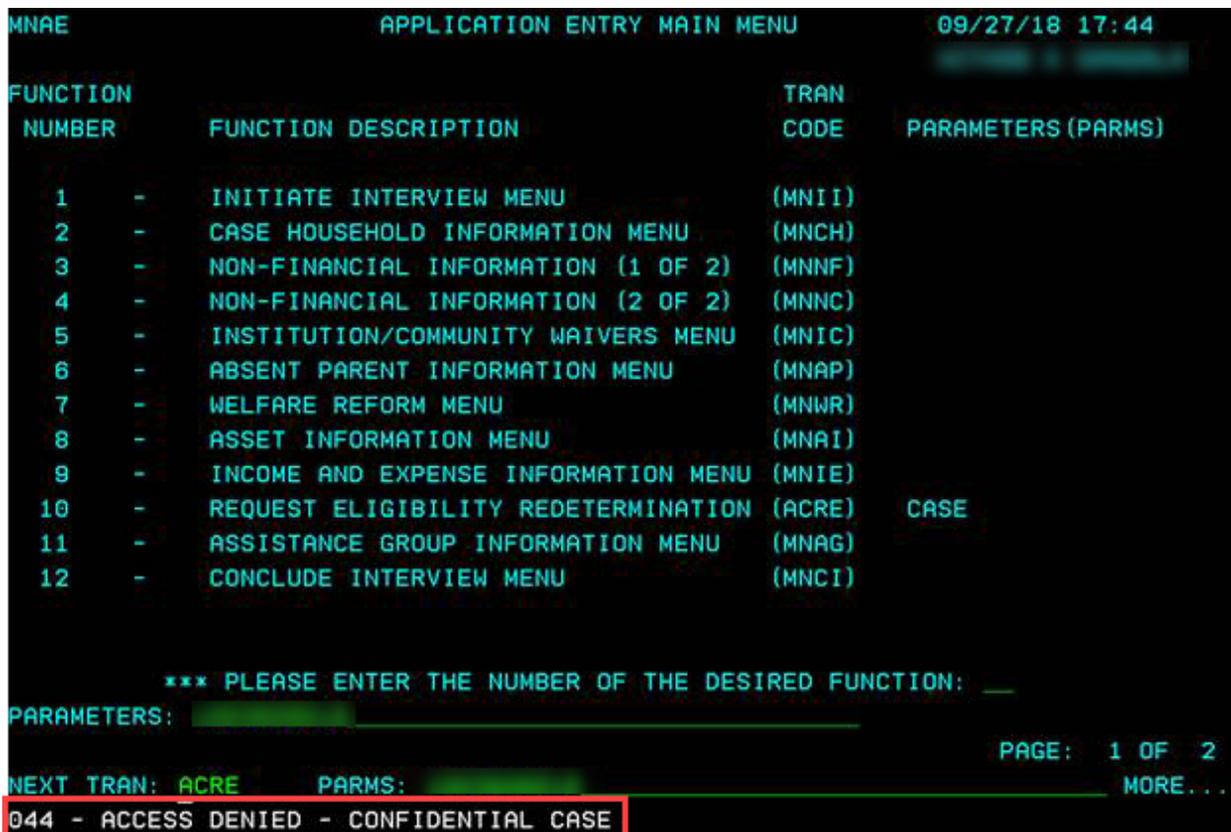


Figure 9 Mainframe Access Denied Message 044

2. Contact the W-2 Help Desk. The W-2 Help Desk will investigate the case, determine that access is denied due to the person’s case being confidential, and provide the name and contact information of the person’s IM worker.
3. Contact the person’s IM worker and request his or her case in CWW be made not confidential.
4. After receiving notification that the CWW case has been made not confidential, enroll the person in WP on CARES screen WPEN. After the person is enrolled in WP and the worker is now attached to the case, the worker will have access to the WP screens.
5. Inform the person’s IM worker that the CWW case can be returned to confidential status. The worker will continue to have access to the Work Programs screens after the case is returned to confidential status and the worker is the assigned worker on the case.

This process for obtaining worker access to WP screens for people in TMJ, TJ, or CF with a confidential CWW case will be in effect until additional system enhancements are made.

See attached TMJ/TJ Manual [Section 2.10.4](#) Access to Confidential Cases for the new policy. The new section will be updated in the next TMJ/TJ Manual release.

## ***NEW ALERTS AND ACTION ITEMS***

### ***ALERT 552 MAKE CASE CONFIDENTIAL***

This alert is displayed to the FEP assigned to a nonconfidential case that includes a person who is also on a case that is made confidential by a different worker. Upon receiving this message, the FEP must make the W-2 case confidential as explained in Case Summary Page on page 3.

### ***ALERT/ACTION ITEM 553 CONFIDENTIAL COMP. CASE***

This alert and action item is displayed in CWW and mainframe to the IM worker assigned to a nonconfidential case that includes a person who is also on a case that is made confidential by a different worker if the companion case(s) is open or closed for less than a calendar month. The worker must review the companion case information to determine if it should also be made confidential.

## **AGENCY ACTION**

W-2 agencies and TMJ, TJ, and CF contractors and subcontractors must familiarize staff with updated policies and CARES and CWW system changes and update any relevant standard operating procedures.

## **ATTACHMENTS**

W-2 Manual, [Section 1.5.1.3 Discussing Confidentiality Situations](#)

W-2 Manual, [Section 4.5 Working with Confidential cases in W-2](#) (includes new subsections 4.5.1, 4.5.2, and 4.5.3)

TMJ/TJ Manual, [Section 2.10.4 Access to Confidential Cases](#)

## **CONTACTS**

BEPS CARES Information and Problem Resolution Center

For Wisconsin Shares Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at [broccpolicyhelpdesk@wisconsin.gov](mailto:broccpolicyhelpdesk@wisconsin.gov)

For Child Care CARES/CWW and CSAW processing questions statewide and policy questions in Milwaukee County: Child Care Subsidy and Technical Assistance line at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-422-7200

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

For TMJ/TJ and CF Policy and CARES Processing Questions: [DCFDfESBWfContracts@wi.gov](mailto:DCFDfESBWfContracts@wi.gov)

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