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State of Wisconsin
Governor Tony Evers



TO: **W-2 Agencies**
Child Support Agencies
Children First Contractors and
Subcontractors
TJ Contractors and Subcontractors
TMJ Contractors and Subcontractors
Training Staff

BWF OPERATIONS MEMO

No: 19-01
DATE: 02/18/2019

W-2 ☒ EA ☐ CF ☒ JAL ☐
RAP ☐ TMJ ☒ TJ ☒ Other EP ☒

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

SUBJECT: *Implementation of Wisconsin Work Programs System – Migration of Participant Data*

CROSS REFERENCE: [Administrator's Memo 19-02](#)
[Operations Memos 19-02](#) and [19-03](#)
[W-2 Manual Chapter 5](#)
[W-2 Manual Section 6.2.2](#)

EFFECTIVE DATE: February 23, 2019

PURPOSE

The purpose of this memo is to:

- 1) Describe the process the Division of Family and Economic Security (DFES) will use to migrate participant data from the CARES mainframe system to Wisconsin Work Programs (WWP); and
- 2) Outline DFES expectations for completing a new informal assessment in WWP for currently enrolled and new participants.

BACKGROUND

In the fall of 2016, the Division of Family and Economic Security (DFES) kicked off a multi-year project to modernize and upgrade the mainframe legacy system known as the Client Assistance for Re-employment and Economic Support System (CARES) Work Programs Subsystem. The goal of the project, Work Programs and Analytics System (WPASS), is to build a web-based system that supports work programs case management, data collection and availability, and evaluation. The application is called Wisconsin Work Programs (WWP). Phase 1 implementation of WWP will modernize data collection for a portion of the work programs case management functions currently in CARES mainframe. Programs that are impacted by this project include Wisconsin Works (W-2), Learnfare, Children First (CF), Transitional Jobs (TJ), and Transform Milwaukee Jobs (TMJ).

As outlined in [Administrator's Memo 19-02: Preparing for Phase 1 Implementation of the Wisconsin Work Programs \(WWP\) System](#), the WWP project moves data entry and case management functions from the CARES Work Programs (WP) subsystem to a web-based application. Beginning February 23, 2019, workers must perform the following functions in WWP:

1. Clearance, Client Registration, and Request for Assistance processes for CF, TJ, and TMJ;
2. Eligibility determination for TJ and TMJ;
3. Work Programs Referral, Enrollment, and Disenrollment for W-2, Learnfare, CF, TJ, and TMJ; and
4. Informal Assessment and Work History for W-2, CF, TJ, and TMJ.

After implementation, workers will perform all functions described above using the WWP online application.

In addition, several new system tools will be unveiled as part of Phase 1 that will help workers better manage data collection for services needed by the participant, and track information about the providers of services and the referrals initiated by the worker. Actions needed by both the participant and the worker will be documented and tracked in WWP.

Future phases of the project will modernize remaining CARES Work Program subsystem functionality. Until all functionality is modernized, workers will navigate between CARES mainframe, CARES Worker Web (CWW), and WWP to perform needed case management functions.

This memo will help W-2 agencies and Children First contractors understand the process to transition participant data from CARES mainframe to WWP.

TJ and TMJ contractors should reference [Operations Memo 19-03: Wisconsin Work Programs – Updates to Transform Milwaukee Jobs and Transitional Jobs Policies](#), to help prepare for Phase 1 implementation.

DATA MIGRATION

The goal of the data migration process is to reduce the need for workers to re-enter information in WWP that was previously captured in CARES. At implementation of the WWP system on February 23, 2019, DFES will migrate some data elements from CARES mainframe to WWP

for currently enrolled participants and dis-enrolled participants who were enrolled in W-2, CF, TJ or TMJ, at some point within the past seven years.

The first time a worker searches on a PIN in WWP from their enrolled caseload, the current CARES enrollment information and the migrated informal assessment data will display in WWP.

Numerous CARES screens that are part of the CARES Informal Assessment Driver Flow will become read-only. [Attachment A – WWP Phase 1 Changes to CARES Screens](#) provides a full list of the CARES screens that will be disabled or become read-only at WWP implementation. CARES screens that are not included on the list will not be impacted.

When case managers record new work history in WWP, the data will transfer back to CARES screens *WPEH-Employment History* and *WPEL-Employment History List*, to allow W-2 agencies to continue processing job-related performance outcome claims in CARES.

- **NOTE:** Children First Request for Assistance (RFA) history from CARES will be available in WWP on the *Requests for Assistance* page. Due to system limitations, address information documented in CARES will not be migrated to WWP and will not display on the RFA. For currently enrolled Children First participants, case managers can access CARES screen WPWI to view the participant's most recent address information and record this information on the WWP *Client Registration* page.

INFORMAL ASSESSMENT DATA

Analysis was done during development of the WWP Informal Assessment to determine which data elements from informal assessment pages in CARES could be mapped to a data field in WWP. In the following table, the first column identifies the CARES pages from which data is being migrated. The second column is the WWP page where the data elements will display.

Data selected from the following CARES Mainframe Screens:	Data migrated to the following WWP pages/applications:
WPWC: WP Client Information - 2	Military Service
WPWC: WP Client Information – 2	Languages
WPAW: Assessment - Employment	
WPEH: Employment History	Work History
WPED: Assessment - Education	Education History
WPED: Assessment - Education	Test Scores Application
WPED: Assessment - Education	Post-Secondary Education
WPAW: Assessment - Employment	
WPJR: Assessment – Participation Readiness	Transportation
WPBD: Assessment – Barrier Details	Participant Barriers

W-2 PROGRAM REQUIREMENTS FOR COMPLETING A WWP INFORMAL ASSESSMENT

W-2 INFORMAL ASSESSMENT AT APPLICATION

Financial and Employment Planners (FEPs) must follow W-2 policy outlined in W-2 Manual [Chapter 5](#) when completing the WWP Informal Assessment with all new W-2 applicants and participants enrolled after WWP implementation. [Operations Memo 19-02](#) details changes in the W-2 Informal Assessment policy and process resulting from WWP implementation.

W-2 INFORMAL ASSESSMENT FOR ONGOING W-2 PARTICIPANTS

FEPs must complete and submit a full informal assessment in WWP within six months after WWP implementation with each W-2 participant who was enrolled in CARES prior to WWP implementation. The informal assessment should be completed at the participant's next Employability Plan (EP) review during a face-to-face meeting (see W-2 Manual Section [6.2.2](#) for exceptions to the face-to-face EP review requirement). FEPs must review the informal assessment data migrated from CARES during this meeting to ensure that all WWP Informal Assessment data is complete and accurate.

BWF is developing a report in Webl to assist W-2 agencies with tracking progress in completing the WWP Informal Assessments with their ongoing caseload. BWF should release the *Monitoring Report 03 – Participants without a completed WWP Informal Assessment* report the week of February 18, 2019.

CHILDREN FIRST PROGRAM REQUIREMENTS FOR COMPLETING A WWP INFORMAL ASSESSMENT

After completing the CF Registration, Enrollment and Orientation, the CF case manager must complete a full informal assessment in WWP. Case managers are not required to complete the informal assessment with participants who were enrolled in the CF program prior to the implementation of the new system.

AGENCY ACTION

To prepare for implementation of WWP Phase 1, W-2 agencies and CF contractors must complete the actions described below.

W-2 AGENCIES

- For new W-2 applicants and participants enrolled after WWP implementation, follow W-2 policy outlined in W-2 Manual [Chapter 5](#) when completing the WWP Informal Assessment.
- For W-2 participants enrolled in CARES prior to WWP implementation, complete a full informal assessment in WWP within six months after implementation. The informal assessment should be completed at the participant's next EP review during a face-to-face meeting.
- Once released, use the Webl report *Monitoring Report 03 – Participants without a completed WWP Informal Assessment*, to track progress in completing the WWP Informal Assessments with ongoing participants.

CF CONTRACTORS

- For CF participants enrolled in CARES prior to WWP implementation, update WWP Client Registration page to include current address information on CARES screen WPWI.

- For new CF enrollees, complete the Children First Registration, Enrollment and Orientation in WWP. Once enrolled, the CF case manager must complete a full informal assessment in WWP.

ATTACHMENT

[Attachment A – WWP Phase 1 Changes to CARES Screens](#)

CONTACTS

For W-2 CARES and WWP Functionality Questions: W-2 Help Desk

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 TMJ/TJ Policy and CARES Processing Questions: DCFDFESBWFFContracts@wi.gov

For TMJ/TJ CARES and WWP Functionality Questions: W-2 Help Desk

For Children First Policy Questions: Phyllis Fuller at Phyllis.Fuller@wisconsin.gov

For Children First CARES and WWP Functionality Questions: W-2 Help Desk

DCF/DFES/BWF/HH