

DEPARTMENT OF CHILDREN
AND FAMILIES
Emilie Amundson, Secretary Designee
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 Tony Evers



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:	19-04
DATE:	02/20/2019
W-2	<input checked="" type="checkbox"/> EA <input type="checkbox"/> CF <input type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/> TMJ <input type="checkbox"/> TJ <input type="checkbox"/> Other EP <input type="checkbox"/>

SUBJECT: *Implementation of Wisconsin Work Programs System – Updates to W-2 Accommodations Policies*

CROSS REFERENCE: [Administrator's Memo 19-02](#)
[Operations Memos 18-20](#) and [19-02](#)
W-2 Manual Sections [1.3.3](#), [4.2.2.1](#), and [5.5.1.2](#)

EFFECTIVE DATE: February 23, 2019

PURPOSE

The purpose of this memo is to provide information and guidance to Wisconsin Works (W-2) agencies in preparation for Phase 1 implementation of Wisconsin Work Programs (WWP) system. More specifically, this memo:

1. Provides updates to policies related to providing accommodations to participants to better align with to the modernization of the informal assessment process in WWP;
2. Describes updates to the [Services and Accommodations To Help You Do Your W-2 Activities form \(DCF-F-2564-E\)](#); and
3. Introduces the barrier accommodations functionality in WWP.

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 program 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).

Implementation of Phase 1 of WWP is scheduled for the weekend of February 23, 2019. The functionality that will be modernized in Phase 1 includes:

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

As BWF developed WWP, the informal assessment process was updated to assist workers in identifying the potential presence of barriers that may impact normal functioning in an employment setting, and if the applicant or participant could benefit from a formal assessment in order to determine appropriate accommodations. In addition, the WWP Informal Assessment Driver Flow provides a secure method to document reasonable accommodations for any identified barriers a participant may require to succeed in a work setting. (See [BWF Operations Memo 19-02: Implementation of Wisconsin Work Programs – Updates to W-2 Assessment Policies, Informal Assessment Enhancements, and the Discontinuation of the Barrier Screening Tool Web Application](#))

POLICY UPDATES

Described below are W-2 policy updates effective February 23, 2019. Relevant policy manual sections are attached to this memo and will be incorporated into the W-2 Manual upon implementation. Policy that was removed is struck through and policy that was added or moved is underlined. New sections will be clearly denoted.

REASONABLE ACCOMMODATIONS FOR PARTICIPANTS (W-2 MANUAL 1.3.3)Current Policy

W-2 agencies are responsible for identifying the need for any accommodation through information gathered in informal and formal assessments, and ensuring that participants have the necessary services, modifications, and accommodations identified to successfully engage in all assigned W-2 activities. W-2 Manual Section 1.3.3 includes a table that provides examples of reasonable accommodations that agencies may need to arrange on behalf of participants with disabilities.

Updated Policy

BWF has aligned the list of examples of reasonable accommodations to mirror guidance found on the [Job Accommodation Network's \(JAN\)](#) website. The table now provides a more complete list of possible disabilities or impairments and types of accommodations participants may need to successfully engage in W-2 activities. While the table has been updated to provide more examples of accommodations, it is not an all-inclusive list. Financial and Employment Planners (FEPs) must review each case carefully to ensure identification of necessary services, modifications, and accommodations for participants to engage successfully in all assigned W-2 activities.

[See attached updated W-2 Manual Section 1.3.3.](#)

New WWP Functionality

With the Phase 1 implementation of WWP, any accommodation(s) identified through the informal assessment process or from formal assessments are now captured on the Barrier Details page in WWP. The table in W-2 Manual Section 1.3.3 aligns with the enhanced features in WWP. (See *WWP FUNCTIONALITY* below)

REASONABLE ACCOMMODATIONS AND GOOD CAUSE [W-2 MANUAL 1.3.3.1 (NEW)]Current Policy

Currently, policy related to reasonable accommodations and good cause is embedded in the table in W-2 Manual Section 1.3.3.

Updated Policy

A new W-2 Manual Section 1.3.3.1 has been created to describe how to apply the W-2 good cause policy (See W-2 Manual Section [11.2.2](#)) when documented disabilities, impairments, and accommodations exist.

[See attached new W-2 Manual Section 1.3.3.1](#)

New WWP Functionality

There is no new functionality to support this policy update.

PROTECTING CONFIDENTIAL INFORMATION ABOUT W-2 PARTICIPANTS (W-2 MANUAL 4.2.2.1)

Current Policy

To provide effective services to W-2 participants, it is often necessary to obtain highly sensitive, confidential information. W-2 Manual Section 4.2.2.1 lists examples of the types of records considered confidential for purposes of the W-2 program.

Updated Policy

In addition to records already listed in 4.2.2.1, “services and accommodations” has been added to the list as an example of a record considered confidential for purposes of the W-2 program.

There are no changes to the policy requirement of providing each participant with a written description of all accommodations provided using the [Services and Accommodations To Help You Do Your W-2 Activities form \(DCF-F-2564-E\)](#) (See W-2 Manual Section [5.5.1.2](#)). However, the form is now considered a confidential document. Federal and state laws restrict the use and disclosure of protected health information, and therefore, access to the form must be restricted based on the highly confidential information the form contains. The document code for Electronic Case File (ECF) scanning has changed from WEP to **WVF**. Access must be restricted to the assigned FEP and his/her direct supervisor.

Refer to [Operations Memo 18-20](#) for further information on scanning and accessing confidential documents in ECF.

[See attached updated W-2 Manual Section 4.2.2.1](#)

New WWP Functionality

A link to Form DCF-F-2564-E has been added to WWP. (See *WWP FUNCTIONALITY* below)

WWP FUNCTIONALITY

Documentation of participant accommodations is moving to WWP as part of the Informal Assessment Driver Flow on the Barrier Details page in the Participant Barriers section. All information in the Participant Barriers section, including the Barriers Details page, is restricted as it contains confidential information. It is accessible only to the assigned FEP and his/her supervisor.

The Barrier Details page is accessed by adding a barrier from the Participant Barriers section of the informal assessment. This allows for easy documentation of a barrier and accommodations while proceeding through the informal assessment questions with the participant. The responses to the informal assessment questions assist in determining if the participant has a barrier and/or may benefit from a formal assessment provided by a certified professional. Formal assessment results help identify services or work site accommodations that may be needed.

The “Add Barrier” button is located at the end of each category of questions in the Participant Barriers section.

Physical Health

Do you have any health problems that make it hard to manage your daily life?

Yes
 No
 Refused

Do you have concerns that problems with your health will make it hard to participate in work activities?

Yes
 No
 Refused

Do you currently see a health care provider or take medications for health problem(s)?

Yes
 No
 Refused

+ Add Barrier

A link to the [Services and Accommodations To Help You Do Your W-2 Activities form \(DCF-F-2564-E\)](#) is available within the formal assessment section of the Barrier Details page.

Formal Assessment

Medical Examination and Capacity form
DCF-F-DWSP2012

Mental Health Report form
DCF-F-126

Services and Accommodations To Help You Do Your W-2 Activities
DCF-F-2564-E

W-2 Formal Assessment Agreement
DCF-F-2565-E

Referral Date: Referral Declined

Assessment Date: Assessment Not Completed

How long will the symptoms likely last? Recommended Reassessment Date: Not Needed

Hours the individual can participate: per

+ Add Formal Assessment

To add an accommodation, the FEP should select “Yes” to the question, “Are accommodations needed for this barrier?” The FEP will then select the impairment or limitation the accommodation is for from the drop-down, which aligns with the updated disability/impairment table in W-2 Manual Section 1.3.3. The details field in the Accommodations section is an open text field designed to describe the specific accommodation for the disability/impairment

selected. For example, the FEP could enter “Allow longer breaks” as an accommodation for pain management. If a participant’s disability or impairment requires more than one accommodation, the FEP should select the “Add Accommodation” button to add additional accommodations.

Accommodations

Are accommodations needed for this barrier?
 Yes No

Accommodation for	Begin Date	End Date	Details
<input type="text" value=""/>	MM/DD/YY	MM/DD/YY	<input type="text" value="Details"/> 🗑️

+ Add Accommodation

Save & Exit

TRAINING

The Partner Training Team (PTT) will update any relevant trainings based on these policy updates and clarifications.

AGENCY ACTION

W-2 agencies must familiarize staff with these policy updates and update any relevant standard operating procedures.

ATTACHMENTS

[W-2 Manual, Section 1.3.3 Reasonable Accommodations for Participants](#)
[W-2 Manual, Section 4.2.2.1 Protecting Confidential Information about W-2 Participants Services and Accommodations To Help You Do Your W-2 Activities form \(DCF-F-2564-E\)](#)

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 or WWP Functionality Questions: W-2 Help Desk

DCF/DFES/BWF/AP