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State of Wisconsin
Governor Tony Evers



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

BWF OPERATIONS MEMO

No: 19-05
DATE: 02/20/2019

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 Security and Access

CROSS REFERENCE: [Administrator's Memo 19-02](#)
[Operations Memos 19-01, 19-02, 19-03, 19-04](#)

EFFECTIVE DATE: February 23, 2019

PURPOSE

The purpose of this Operations Memo is to provide general security information about the Wisconsin Work Programs (WWP) automation system, and establishing, maintaining, and terminating WWP user accounts.

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 referrals to service providers and the services provided. 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.

The purpose of this memo is to provide WWP users with information on accessing the new WWP system and new security expectations for users of the system.

GENERAL SECURITY INFORMATION

WWP is an information system newly created and owned by the State of Wisconsin Department of Children and Families (DCF). Users and authorizing officials are required to follow all procedures, rules and guidelines related to state information systems, confidentiality protections, and DCF and Department of Health Services (DHS)-specific systems accounts.

INCIDENT RESPONSE

An incident is an actual or suspected violation, or the threat of violation, of policies, security practices, systems or data. Incidents include, but are not limited to, threatened or actual unauthorized use or disclosure of data or information, or creating, altering, sharing, or deleting any record or part of a record without a valid work reason.

Contractors and subcontractors must follow all procedures, rules and guidelines for incident response, and make all staff aware of the procedures, rules and guidelines.

- a. For W-2 agencies and TJ and TMJ contractors, refer to your contractual Data Sharing Agreement, section VI. "*Duties with Respect to Breach: Unauthorized Use, Disclosure or Loss, Indemnification and Equitable Relief*";

- b. For CF contractors, refer to your Data Sharing Agreement, section I. “*Duties with Respect to Breach: Unauthorized User, Disclosure or Loss, Indemnification and Equitable Relief*”;
- c. For Training, refer to the *DCF Incident Response Policy (Policy 715)*.

WWP USER ACCOUNTS

ESTABLISHING A USER ACCOUNT IN WWP

WWP users will need a Wisconsin Access Management System (WAMS) account for user identification (username) and authentication (password). The WAMS ID used to access CWW will be the same WAMS ID used to access WWP. In addition, WWP users will need a CARES/CWW account ID.

Existing Users prior to February 23, 2019

DFES staff identified existing CWW/CARES and WWP Time Limit users that will need WWP access on February 23, 2019. By reviewing current production accounts in both CARES/CWW and WWP Time Limits, DFES staff created Excel spreadsheet lists of all known users, their demographics, account identifications, and roles. Agency and contractor supervisors or information security officers were required to review identified information and authorize account creation.

New Users after February 23, 2019

To establish access to WWP, new users must have both an active WAMS ID and CARES/CWW account ID (6-digit alpha/numeric provided by DHS). Below are instructions for setting up required accounts.

WAMS ID Creation: Create a WAMS ID using this link: <https://on.wisconsin.gov/WAMS/home>. Review the WAMS User Acceptance Agreement. Guidelines for creating a WAMS username are to avoid using your name or personal details in your username (name, address, phone number, badge number, license plate number, etc.). Users must provide current organizational demographic information including legal first and last names, organizational address and phone, and organizational email address.

CARES/CWW Access: Request access to CARES/CWW using the [CARES Automated Systems Access Request DHS form \(F-00476\)](#). Completed forms must be submitted to DHS Security (DHSCARESSecurity@wisconsin.gov) by the agency’s or contractor’s security officer. If the user already has CWW access, this form is not necessary.

WWP Access: To request access to the WWP system, fill out the [WWP Application – User Setup Form \(DCF-F-5212-E\)](#). Completed forms must be submitted to DCF Security (DCFSecurity@wisconsin.gov) by the agency’s or contractor’s security officer.

- **NOTE:** DCF Form F-5212-E has a space for the user's CARES ID. If both DCF Form F-5212-E and DHS Form F-00476 are required, this field will remain blank on the DCF form at the time of submission.

SELECTING WWP SYSTEM ROLE(S)

The following chart defines for each program the roles in WWP for each organizational staff function. Users can select up to two system roles.

Program	Organizational Staff Function	WWP Role
Children First	All Children First staff	CF Case Manager
Transitional Jobs	All TJ staff	TJ Worker
Transform Milwaukee Jobs	All TMJ staff	TMJ Worker
Wisconsin Works	W-2 Receptionist or Office Administration	W-2 Office Administration Only
	W-2 Financial Employment Planner (FEP)	W-2 Case Management/FEP
	W-2 Resource Specialist	W-2 Resource Specialist
	W-2 Job Coach or Developer	W-2 Case Management-Other
	W-2 Supervisor of FEPs, Resource Specialists, Job Coaches, or other case management staff	W-2 Case Management Supervisor
	W-2 Quality Assurance, W-2 Quality Control, W-2 Quality Monitoring Staff, or other W-2 Executive Staff	W-2 QC Staff

- **NOTE:** A user with both W-2 Case Management – FEP and W-2 Case Management Supervisor organizational functions should select the W-2 Case Management Supervisor role.

ACCOUNT MAINTENANCE

In order to ensure that all authorized user information is up to date and accurate, DCF reminds supervisors and security officers that account changes and terminations must be made timely.

Account changes (for example, when a staff member changes positions or roles, changes legal name, etc.) and terminations must be communicated using forms DHS F-00476 and DCF F-5212-E. Security must be contacted in advance of staff changes or departure whenever possible. In the event of a termination, DCF and DHS Security must be notified within one hour of date and time of staff departure.

To ensure ongoing user data integrity, DCF will review user accounts after six months of inactivity. DFES staff will make reasonable efforts to ensure the account is still authorized, and after review, will make a determination to disable or terminate the account if it is no longer needed. DCF will also conduct account audits to verify that user account information and system role(s) are still valid and with appropriate privileges.

AGENCY AND CONTRACTOR ACTION

In preparation for accessing the new WWP system, agencies and contractors must ensure that their staff and subcontractors:

1. Are familiar with all procedures, rules and guidelines related to state information systems, confidentiality protections, and DCF and DHS-specific systems accounts; and
2. Have proper authorizations in place to access WWP on Monday, February 25, 2019.

ATTACHMENT

[DCF F-5212-E WWP Application – User Setup Form](#)

CONTACTS

For questions about this memo, contact DFES Data Steward:
DCFMBDFESDataSteward@wisconsin.gov

DCF/DFES/BWF/JS