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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: 19-19
DATE: 10/10/2019

W-2 EA CF JAL
RAP TMJ TJ Other EP

SUBJECT: *W-2 Employment Records Validation and Cleanup in WWP for Enrolled Participants*

CROSS REFERENCE: None

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to:

1. Describe the importance of the quality of Wisconsin Works (W-2) employment data in the Wisconsin Work Programs (WWP) system, and how it relates to systems functionality, improved decision making and case management processes;
2. Describe the actions that W-2 agencies must take to review and update the employment data in WWP and CARES Worker Web (CWW); and
3. Introduce Employment Report 04: Open Employments in Business Objects Web Intelligence (WebI).

BACKGROUND

W-2 is a program designed to help participants gain skills to obtain employment, and gathering participant employment information is an important part of program administration. Employment data currently serves as the basis for eligibility determinations and Performance Outcome Payment (POP) claims. With the implementation of WWP, employment data will better integrate into the Employability Plan (EP), the POP claim process, and Federal TANF

Reporting. Staff from the Bureau of Working Families (BWF) and W-2 agencies determined that all data entered in WWP is required for business processes, case management purposes, data-driven decision-making, and mandatory program performance metrics. W-2 agencies should ensure that all employment information entered in CWW and WWP is as accurate as possible. W-2 agencies must also maintain this data, as past employment records that were accurate at initial entry may have since become outdated as participant employment changes.

POLICY

There are no policy changes associated with this memo.

THE IMPORTANCE OF DATA QUALITY

With system modernization, BWF has the ability to collect better data about applicants and participants and their employment information. Accurate and quality program data can assist with case management processes and ensure better outcomes for both the participant and the agency. Gathering accurate information about a participant's employment history aids in conducting vocational and career assessments, and determining skills gaps, strengths, weaknesses, appropriate activity assignments, and training needs. The benefits of ensuring data quality include:

- **Increased productivity** – Quality data allows Financial and Employment Planners (FEPs) to spend more time focusing on assisting participants in finding employment and providing good case management rather than spending time double-checking and revising data.
- **Consistent data** – Multiple agencies and assistance programs often collect the same data in multiple systems. If the data is consistent in all systems, particularly in shared systems like CWW and WWP, it reduces confusion and time spent correcting data. In addition, different systems drive distinct system functionality; while W-2 and other assistance programs use the employment data in CWW to determine eligibility, W-2 agencies use employment data in WWP for POP claims. It is vital that all systems are as accurate as possible.
- **Improved customer relations** – Capturing a thorough record of participants' education and employment history allows FEPs to better understand their participants' employment service needs. This allows for enhanced case management and improved outcomes, such as the correct placement, informed goal-setting, and activity assignments.
- **Improved accuracy** – Correct, relevant, and up-to-date employment data will lead to more informed case-management.
- **Better decision-making** – Quality data allows for confidence in the information, and the processes and decisions driven by the data. This reduces the likelihood of needing to reject, withdraw, or take back POP claims or incentive payments, and allows for better data-driven decision-making processes.

REQUIRED ACTIONS

To help ensure the data quality of employment records, W-2 agencies must complete the following actions for all **currently placed participants**:

1. End old employment records in WWP by adding employment end dates that are as accurate as possible. If employment ended prior to the participant entering W-2, and the participant does not remember the exact date, an approximate date is acceptable. This is already part of the informal assessment process;
2. Review the remaining open employment records in WWP for accuracy, including hours and wage information. An employment record is considered “open” if it does not have an employment end date; and
3. Ensure that the open employment records in CWW are up-to-date so that eligibility continues to be determined correctly.

WWP

The Work History page in WWP allows a user to view all of the employment records for a participant at one time. This allows FEPs to review employment records data for accuracy with minimal effort.

Status	Program Type	Start Date	End Date	Hours/Week	Wage Rate
Unsubsidized	In-Program	04/15/2019	Present	40 hr/week	\$17.00/Hour
Unsubsidized	In-Program	03/11/2019	Present	5 hr/week	\$8.00/Hour
Unsubsidized	In-Program	12/28/2018	Present	16 hr/week	\$18.00/Hour
Unsubsidized	In-Program	12/05/2018	12/11/2018	5 hr/week	\$8.00/Hour
Unsubsidized	Other	10/29/2018	12/27/2018	40 hr/week	\$16.00/Hour
Unsubsidized	Fired	12/14/2017	11/26/2018	32 hr/week	\$15.50/Hour
Unsubsidized	In-Program	12/12/2016	Present	40 hr/week	\$14.00/Hour
Unsubsidized	In-Program	09/19/2016	Present	40 hr/week	\$15.00/Hour

Effective September 1, 2019, WWP allows for entry of the employment end date only, without forcing entry of the other usually required fields. This enables users to update old employment records imported from CARES easily when the only change to the record is the addition of the employment end date to improve the accuracy of the data.

WEB INTELLIGENCE (WEBI) REPORTS

NEW REPORT

To assist with the cleanup of employment data, BWF has developed an employment report to help identify employment records from WWP that may need to be updated. *Employment Report 04: Open Employments* lists all employment records in WWP for each currently enrolled participant, and highlights those participants who have an excessive number of open employment records. An employment record is considered “open” if it does not have an employment end date.

REPORT LAYOUT

Employment Report 04 opens to a summary page, showing the number of enrolled participants who have open employment records by the count of open employments. Below the summary table is a hyperlink to each individual participant’s work history app in WWP. Users can simply click the on the PIN, and WWP will open in a new tab.

Count of Open Employments:	1	2	3	4	5	6	7	8 or More
Count of PINs:	507	257	129	77	38	12	5	4
	PINs							
	318	111	836	728	624	624	624	624
	111	551	148	1858	923	923	923	624
	756	316	026	645	539	539	624	923
	726	624	923	539				
	624	923	539					
	923	539						

The second tab of the report shows more details for all participants with two or more open employment records, sorted by the number of open employment records. The PIN is a hyperlink to the participant’s work history app in WWP.

Count of Open Employments	PIN	Current Placement	FEP ID	Emp. Seq Number	Employment Begin Date	Company Name	Job Type	Converted Employment
9	242	CMF	011	11	5/20/2019	PUBLIC DEFENDERS (CSJ)	Unsubsidized	N
				10	2/9/2019	COMFORT KEEPERS/SOLUTIONS	Unsubsidized	N
				8	7/31/2017	MILLER HOME CARE LLC	Unsubsidized	Y
				7	3/31/2017	JEFFERSON CREST	Unsubsidized	Y
				6	3/7/2017	METRO HOME HEALTH SERVICES E	Unsubsidized	Y
				5	8/18/2016	US DEPT OF VA AFFAIRS/HOSPITAL	Unsubsidized	Y
				3	9/21/2015	SITE STAFFING	Unsubsidized	Y
				2	7/29/2015	THE BUS STOP LLC	Unsubsidized	Y
				1	1/30/2012	WFA STAFFING-WAUKESHA METALS	Not Entered	Y

The final tab lists all enrolled participants. If a participant does not have any open employment records, the participant is shown with no employment data.

REPORT ACCESSIBILITY

The report is accessible on the Webl app in WWP so that W-2 agency workers can open the report from WWP without leaving the application. In this instance, the report will only display information that matches the user's FEP ID. For example, a FEP will only see his or her assigned caseload when accessing the report from WWP.

The report is also available in Webl for users who have the necessary Webl login credentials at:

DCF/WISDOM/Employment Programs/W-2 Case Management/Employment Reports

Users accessing the report through Webl will be able to filter the data through additional report prompts for W-2 Contract Agency, W-2 Contractor Region, County, Office, and FEP ID to help narrow the focus of the data on the report.

The screenshot shows a 'Prompts' dialog box with the following content:

Prompts Summary	
* Enter value W-2 Contract Agency	
✓ Enter value(s) for Agency Contractor Region	
✓ Enter value(s) for WP County / Tribe	
✓ Enter value(s) for WP Office	
✓ Enter value(s) for Worker ID	

Below the summary is a section for 'Enter value W-2 Contract Agency' with a text input field, a 'Refresh Values' button, and a list of agency names: 1A. ROSS IES, 1B. MAXIMUS, 1C. AMERICA WORKS OF W, 1D. U MOS, 1E. FORWARD SERVICE COI, 1G. RESCARE, 1J. WORKFORCE CONNECTI, 1K. WORKFORCE RESOURCI, 01.U MOS - TMJ- GENERAL PI. The date and time 'June 28, 2019 1:32:55 PM GMT-05:00' are displayed at the bottom of the dialog.

This report uses a series of input controls, accessed by clicking the Input Controls button on the Webl Side Panel to narrow the search.

Web Intelligence

Input Controls

Map Reset

Document Input Controls (4)

Current FEP ID

- All values
- XFS033
- XFS068
- XFS138
- XFS180
- XFS195
- XFS217
- XFS224
- XFS239
- XFS245
- XFS262
- XFS267
- XFS336
- XFS370
- XFS374

Current Contractor Region

- All values
- 1E. FORWARD SERVICE CORP. Region 01
- 1E. FORWARD SERVICE CORP. Region 02
- 1E. FORWARD SERVICE CORP. Region 03
- 1E. FORWARD SERVICE CORP. Region 04

Current WP County / Tribe

- All values
- 01. ADAMS COUNTY
- 05. BROWN COUNTY
- 08. CALUMET COUNTY
- 11. COLUMBIA COUNTY

Current WP Office

- All values
- 1011
- 1031
- 1041
- 1051

See the attached Employment Report 04 Documentation for more guidance on using the report, or access in Webl at:

DCF/WISDOM/Employment Programs/ W-2 Case Management/Employment Reports/Employment Reports Documentation

TRAINING

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

AGENCY ACTION

W-2 agencies must familiarize staff with this memo and associated actions.

ATTACHMENTS

[Employment Report 04 Documentation](#)

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/PS