State of Wisconsin
Governor Tony Evers

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

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

BWF OPERATIONS MEMO
No: 19-23 **(Amended)**
DATE: 12/13/2019
W-2 ☒ **EA** ☐ **CF** ☐ **JAL** ☐
RAP ☐ **TJ** ☒ **TMJ** ☒ **Other EP** ☐

SUBJECT: *Printable Work History in the Wisconsin Work Programs System*

CROSS REFERENCE: BWF Operations Memo 19-02
BWF Operations Memo 19-03
BWF Operations Memo 19-19
W-2 Policy Manual Section 5.2
W-2 Policy Manual Chapter 6
TMJ/TJ Policy Manual Section 4.0

EFFECTIVE DATE: December 18, 2019

PURPOSE

The purpose of this memo is to announce a Wisconsin Work Programs (WWP) enhancement to create a printable version of work history and provide best practices for Wisconsin Works (W-2) agencies and Transitional Jobs (TJ) and Transform Milwaukee Jobs (TMJ) contractors to use this new feature.

BACKGROUND

On February 23, 2019, workers began using the WWP online application to perform Enrollment and the Informal Assessment for the W-2, TJ, and TMJ programs.

(See BWF Operations Memo 19-02: *Implementation of Wisconsin Work Programs System - Updates to W-2 Assessment Policies, Informal Assessment Enhancements, and the Discontinuation of the Barrier Screening Tool Web Application* and BWF Operations Memo 19-

03: *Implementation of Wisconsin Work Programs System – Updates to Transform Milwaukee Jobs and Transitional Jobs Policies*)

The new WWP Informal Assessment Driver Flow supports an enhanced informal assessment process and collection of participant data to inform case management decision-making. Information gathered during the informal assessment process serves as the primary framework for critical conversations about strengths, work styles, interests, potential barriers, and service needs, which may help the individual in their search for employment and to use to develop the Employability Plan (EP) and assign activities. As part of this process, work history information is collected in the WWP Informal Assessment Driver Flow as one of multiple assessment categories related to an individual's ability to become and remain employed. Workers can view, edit, and add employment records through both the Informal Assessment Driver Flow and the Work History application.

After implementation of WWP Phase 1, BWF identified a need to provide workers with the ability to print work history details gathered during the informal assessment process to give to participants as a resource when creating a resume and applying for jobs.

POLICY

There are no policy changes associated with this memo.

See W-2 Manual Section 5.2 for policies on conducting informal assessments and completing the WWP Informal Assessment Driver Flow.

See W-2 Manual Chapter 6 for information on the developing the W-2 EP with W-2 participants.

See TJ and TMJ Policy Manual Section 4.0 for policies on conducting informal assessments and developing the EP with TJ or TMJ participants.

WWP

Effective December 18, 2019, workers can generate a work history document in the Portable Document Format (PDF) file format and print a participant's work history. The option to print is available by navigating to the Work History application and selecting the Print Work History button. (See Figure 1)

> ➢ NOTE: If there are no jobs listed, the Print Work History button does not display.
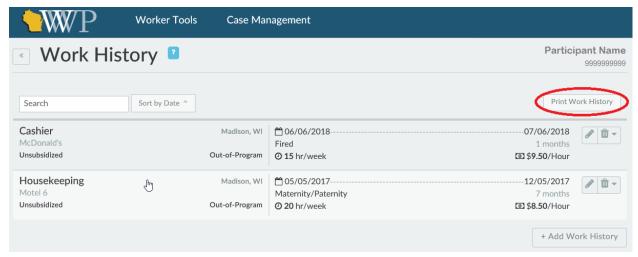
Figure 1 The WWP Work History page with the new Print Work History Button.

Upon selecting Print Work History, WWP will display a **Print Work History** page that lists current and former employment records. The worker can select one or more employment records to include on the generated PDF. Selecting the Generate PDF button will open the employment records in a PDF file format for printing. (See Figure 2)
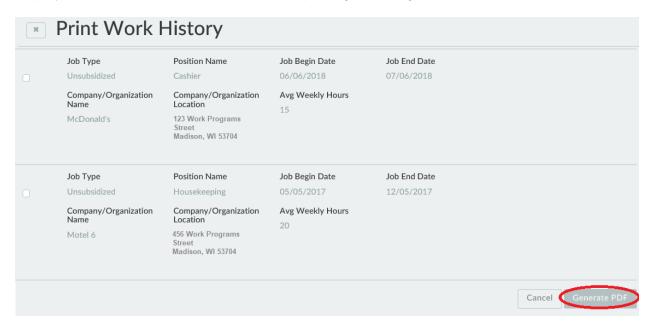

Figure 2 The current and former employment records the worker can select to include on the generated PDF.

The following data elements from each employment record will display on the generated PDF:
1. Job Type;
2. Employer;
3. Company Location;
4. Employer Contact;
5. Dates Employed;
6. Pay Rate;
7. Average Weekly Hours;
8. Position; and
9. Job Duties.

PAGE SECURITY

All system users who have security to edit a participant's WWP record can generate a PDF and print the Work History details.

TJ and TMJ workers with security access to view and edit PIN-level data can print work history.

BEST PRACTICES

A printed version of the participant's work history can be very helpful for individuals who are looking for employment. Information about a participant's current and former employment can be used as a resource when completing job applications or creating a resume. Prior to printing a WWP-generated PDF of a participant's work history, workers should review all data for accuracy, to ensure there are no spelling, grammar, or other mistakes in the information. Many of the fields are free-format text fields and the information will display exactly as it was typed in WWP. If an error is found, users can return to the Work History application, edit the employment record by clicking the pencil icon, and generate a new PDF with the updated information.

_W-2_

Agencies should offer a printed work history to all applicants or participants, especially those individuals assigned to Employment Search (activity code ES) or Job Readiness/Motivation (activity code MO) on their EP.

W-2 agencies should ensure that all employment information entered in WWP is as accurate as possible. (See Operations Memo 19-19: _W-2 Employment Records Validation and Cleanup in WWP for Enrolled Participants_ for additional information on the importance of data quality.)

AGENCY ACTION

W-2 agencies and TJ and TMJ contractors must become familiar with the new functionality as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

Sample: WWP generated printable Work History PDF

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 and WWP Functionality Questions: W-2 Help Desk

For TJ/TMJ Policy and Processing Questions: DCFDFESBWFContracts@wi.gov

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

DCF/DFES/BWF/AP & BY