State of Wisconsin
Governor Tony Evers

TO: **W-2 Agencies**
Training Staff

BWF OPERATIONS MEMO
No: 20-02   **DATE:** 01/29/2020
W-2 ☒ **EA** ☐ **CF** ☐ **JAL** ☐   **RAP** ☐ **TMJ** ☐ **TJ** ☐ **Other EP** ☐

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

SUBJECT: New Wisconsin Works (W-2) Payment Issuance Screens in CARES Worker Web

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CROSS REFERENCE: Benefit Issuance Guide

EFFECTIVE DATE: February 03, 2020

PURPOSE

The purpose of this memo is to:

1. Announce new W-2 Payment Issuance screens in CARES Worker Web (CWW); and
2. Describe minor language updates to the W-2 Benefit Issuance Guide.

BACKGROUND

Currently, W-2 Benefit Issuance screens are in CARES Mainframe. There are four view-only CARES screens in Mainframe that are used for viewing payment information: IQAF (Issuance History-Disbursement), IQAD (Issuance History-Details), IQWD (Payment Calculation) and IQAM (Issuance History-Payment Period). As part of the Bureau of Working Families' (BWF) continued efforts to modernize systems and improve efficiency in case management, payment issuance details will now also be viewable in CWW.

POLICY

There are no policy changes associated with this memo. Minor language changes were made to the Benefit Issuance Guide and W-2 Manual to reflect BWF's preferred language of "payment" over "benefit."

CARES MAINFRAME AND CWW CHANGES

CARES screens IQAF, IQAD, and IQAM will remain in CARES Mainframe as view-only screens. Effective February 3, 2020, Financial and Employment Planners (FEPs) may also view the information found on these screens in CWW.

Information viewable on IQWD will not be in CWW at this time until further analysis can be performed on this screen.

VIEWING PAYMENT ISSUANCE HISTORY IN CWW

To view a history of all payments made to a participant, FEPs can navigate to the **W-2 Payment Issuance** section in the Navigation Menu in CWW and select **Payment History**. (See Figure 1)
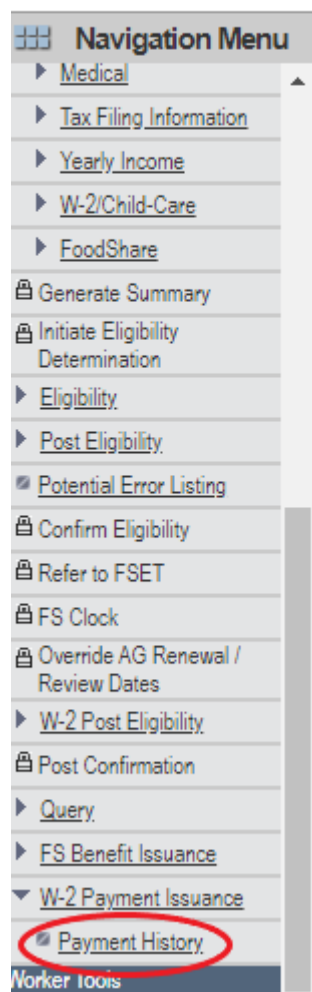

Figure 1 Location of the Payment History page on the Navigation Menu in CWW.

On the **W-2 Payment History** page, each row represents one payment to a participant. For each payment, FEPs can view the Check/Electronic Funds Transfer (EFT) Date, Payment Period, Payment Amount, Check Number, Disposition Date, Disposition Code, Disposition Reason, Return Indicator, and Issuance Number. Payments can be sorted by both Check/EFT Date or Payment Period in descending or ascending chronological order. Records that have multiple payments for the same payment period are marked with a green flag. FEPs can hover over the flag to display the total check amount for that payment period. (See Figure 2)

W-2 Payment History

Payment Details

Check/EFT Date	Payment Period	Payment Amount	Payment Type	Check Number	Disposition Date	Disposition Code	Disposition Reason	Return Indicator	Issuance Number	
09/30/2009	09/01/2009	$202.00	MONTHLY	J0820457	09/24/2009	ISSUED			103646346	🔍
08/29/2009	08/01/2009	$628.00	MONTHLY	J0810350	08/25/2009	ISSUED			103636325	🔍
07/30/2009	07/01/2009	$628.00	MONTHLY	J0800490	07/27/2009	ISSUED			103626652	🔍
06/30/2009	06/01/2009	$628.00	MONTHLY	J0791177	06/24/2009	ISSUED			103617384	🔍
05/29/2009	05/01/2009	$628.00	MONTHLY	J0779613	05/26/2009	ISSUED			103608468	🔍
04/30/2009	04/01/2009	$628.00	MONTHLY	J0770719	04/24/2009	ISSUED			1	
03/30/2009	03/01/2009	$628.00	MONTHLY	J0762160	03/25/2009	ISSUED			1	
03/06/2009	02/01/2009	$365.00	SUPPLEMENTAL	J0757004	03/04/2009	ISSUED			103590297	🚩🔍
03/06/2009	01/01/2009	$42.00	SUPPLEMENTAL	J0757004	03/04/2009	ISSUED			103590297	🚩🔍
02/27/2009	02/03/2009	$263.00	INITIAL	J0753927	02/24/2009	ISSUED			103582957	🚩🔍
01/30/2009	01/01/2009	$486.00	MONTHLY	J0745701	01/27/2009	ISSUED			103574815	🚩🔍
12/31/2008	12/01/2008	$314.00	INITIAL	J0737727	12/23/2008	ISSUED			103566786	🔍
12/08/2008	11/01/2008	$202.00	SUPPLEMENTAL	J0732807	12/04/2008	ISSUED			103565940	🔍
04/30/2008	04/01/2008	$628.00	MONTHLY	J0674867	05/30/2008	CANCELLED	RNR	3	103504049	🔍
03/29/2008	03/01/2008	$628.00	MONTHLY	J0667078	04/01/2008	REISSUED OR REMAILED	RIP	3	103496189	🔍

Total Payment for Feb 2009 $628.00

Check/EFT on or before MM / DD , YYYY [Go]

Figure 2 The W-2 Payment History page in CWW.

VIEWING PAYMENT ISSUANCE DETAILS IN CWW

To view details of a payment, FEPs can click the magnifying glass on each row in the W-2 **Payment History** page. This action brings up the **W-2 Payment Details** page. On this page, FEPs can view details about the specific payment including the amount, the financial institution, the address, the issuance number, and the office. Additionally, if the individual has a payee the worker can view the payee type and name, and if there was a replacement check sent the worker can view the number and date of the replacement check, as well as the Affidavit Receive Date. More specific details about the payment itself are also available on this page, including the recoupment amount, the offset amount, and the returned amount, if these fields apply. (See Figure 3)

Figure 3 The W-2 Payment Details page in CWW.

TRAINING

The Partner Training Team will update any relevant trainings based on these system updates.

AGENCY ACTION

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

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: BWF Work Programs Help Desk

DCF/DFES/BWF/MP