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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

<b>BWF OPERATIONS MEMO</b>							
No:	20-17						
DATE:	06/23/2020						
W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>
RAP	<input type="checkbox"/>	TJ	<input type="checkbox"/>	TMJ	<input type="checkbox"/>	Other EP	<input type="checkbox"/>

**SUBJECT: *Enhancements to the State Wage Income Collection Agency Data Exchange Process in CWW***

**CROSS REFERENCE:** [Operations Memo 20-J2 Enhancements to State Wage Information Collection Agency Discrepancy Policies](#)

[Operations Memo 12-03 Changes to the Quarterly State Wage Income Collection Agency \(SWICA\) Process](#)

CWW Process Help 44.4, 50.2, 53.3, 58.2, and 58.3

Managing W-2 Discrepancies Training Course

**EFFECTIVE DATE:** June 27, 2020

### **PURPOSE**

The purpose of this memo is to announce updates to:

1. How State Wage Information Collection Agency (SWICA) discrepancies will be set and resolved; and
2. How related notice functionality has been enhanced.

### **BACKGROUND**

After a Financial and Employment Planner (FEP) determines an individual is eligible for Wisconsin Works (W-2), the FEP compares wage information submitted by the individual to wage information reported by employers. Employers report wages quarterly to the

Department of Workforce Development. This information is shared with CARES Worker Web (CWW), which automatically matches participant-submitted wage information with employer-reported wage information provided to identify wage discrepancies.

When the difference between participant-reported job income and employer-reported income exceeds a calculated amount, the FEP is assigned a SWICA discrepancy work item. SWICA discrepancy work items must be resolved within 45 days of the creation of the discrepancy. The method used to identify when a discrepancy has occurred has been updated and will prevent irrelevant SWICA discrepancies being set for FEPs.

Additionally, to better support income verification, enhancements to the Employer Verification of Earnings Form (EVFE) and historical EVFE have been made.

## **POLICY UPDATES**

There are no W-2 policy changes associated with this memo.

## **CWW UPDATES**

### UPDATES TO SWICA DISCREPANCY REQUIREMENTS AND PROCESSING

To align with policy, the Bureau of Working Families updated CWW requirements for setting SWICA discrepancies. Now, SWICA discrepancies will only be set if a participant:

- Is at least 18 years old;
- Has a SWICA match plus other budgeted income that exceeds 115% of the FPL for two consecutive months for the W-2 assistance group; and
- Was in a paid placement (CSJ, CS1, CS2, CS3, W-2T, CMC, or ARP) for one or more days in the quarter.

However, discrepancies will not be set for any members of the household if:

- Either parent of the household is in a CMF and/or CMF+ placement for 60 consecutive days during the SWICA quarter; or
- Both parents are in a CMF and/or CMF+ placement, and the total consecutive days for both parents equal 60 days during the SWICA quarter.

All program areas, including Child Care, FoodShare, Health Care, and W-2, have agreed to use the following new discrepancy statuses:

- Pending for Ongoing Eligibility
- Resolved – Eligibility Impact; or
- Resolved – No Eligibility Impact

For the two resolved statuses above, a new “Overpayment/Fraud Investigation Needed” checkbox has been added.

The statuses below will no longer be available and will be converted to “Pending for Ongoing eligibility” with the implementation of this project:

- Waiting for Customer Info
- Waiting for 3rd Party Ver
- Potential Fraud

SWICA status before deployment	SWICA status post deployment – conversion
Waiting for Customer Info	Pending for Ongoing eligibility
Waiting for 3rd Party Ver	
Potential Fraud	

Conversion will be performed to update unresolved SWICA discrepancy statuses in both the SWICA discrepancy table and the work item table.

To support the CWW SWICA updates, the following CWW pages have been updated with minor changes described in Process Help and the W-2 training, *Managing W-2 Discrepancies*:

- SWICA Discrepancy Panel;
- SWICA Discrepancy Details; and
- Individual Summary.

#### UPDATES TO NOTICE FUNCTIONALITY

The Verification Checklist (VCL) has been enhanced to allow the worker to suppress the EVFE when pending for current employment information.

The “Manual Letter Selection” page has been enhanced to provide an option to the worker to initiate generation of a historical EVFE letter. Previously, this has only been a manual option.

Process Help and the W-2 training, *Managing W-2 Discrepancies*, provide additional detail on the updated notice functionality.

#### SUMMARY OF PROCESS HELP CHANGES

Per the chart below, CWW Process Help has been updated and provides details on the changes FEPs will see.

Section		Summary of Update
44.4.1	Discrepancy Assignments and Work Items	Added text to describe the new “Pending for Ongoing Eligibility” status
44.4.1.1	Discrepancy History	Replaced the Individual Summary page to show the new Discrepancy Overpayment Information section  Replaced the History Results page
44.4.1.2	Accessing Discrepancy Work Items	Updated to show the new “Pending for Ongoing Eligibility” status

44.4.1.3	Discrepancy Panel	Updated statuses to show Resolved and Pending  Explained the new Overpayment / Fraud button
44.4.1.4.1	SWICA-Specific Discrepancy Panel Options	Updated screenshot
44.4.2.2	SWICA	Updated text explaining how individuals are selected for matches  Updated the SWICA Discrepancy Details Screenshot and explain the new CWW Budgeting Income FPL and Income + Difference FPL columns  Updated FPL Tests text to show correct percentages  Updated Discrepancy Creation text for all programs  Updated SWICA Discrepancy Details Page screenshot and describe the new/changed columns  Added Check Discrepancy Overpayment Status
50.2.1.1	Verification Due Dates Page	Updated screenshot and explain suppressing the EVFE
53.3.11	Discrepancy Work Items	Added new "Pending for Ongoing Eligibility" status
53.3.12	Discrepancy Work Item Statuses	Changed the three previous pending statuses to "Pending for Ongoing Eligibility"
53.5.5	Work Items Search Results	Updated the three Discrepancy entries in the table to show "Pending for Ongoing Eligibility"
58.2	Manual CARES Correspondence	Added text about EVFE letter creation to introduction
58.2.2	How to Send a Free Format Letter	Updated screenshot
58.2.3	New Section How to Generate a Historical EVFE Letter	Screenshot of Generate a Historical EVFE Letters page (NEW)  Screenshot of Historical EVFE Request page (NEW)  Screenshot of Employer Address Verification page (NEW)
58.3.2	Correspondence History Search Results page	Added text to explain that "Send Duplicate" is disabled for Historical EVFE letters

**TRAINING UPDATES**

The SWICA section of the *Managing W-2 Discrepancies* course will be updated and a processing flow chart will be added. The updated training can be accessed from the Learning Center on August 1, 2020.

**CONTACTS**

For CWW Functionality Questions: BWF Work Programs Help Desk  
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DCF/DFES/BWF/GS