



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

FROM: Janice Peters, Acting Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 20-21 (Amended)

DATE: 10/28/2020

W-2 ☒ EA ☒ CF ☐ JAL ☒

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: *New ACCESS Application Functions and Updated Request for Assistance Features*

CROSS REFERENCE:

[BWF Operations Memo 20-08](#)
[BWF Operations Memo 20-14](#)
[W-2 Manual 1.2.4: Coordinating with Partner Agencies](#)
[W-2 Manual 1.4.1: Where to Apply for W-2](#)
[W-2 Manual 1.4.1.2: Using an Authorized Representative](#)
[W-2 Manual 1.4.2: Applying for W-2](#)
[W-2 Manual 1.4.3 Completing the W-2 Application](#)
[W-2 Manual 1.4.5: Application Processing Timeframe](#)
[W-2 Manual 1.4.6: Required W-2 Forms and Publications During the Application Process](#)
[W-2 Manual 17.2.2: Eligibility Determination Process](#)
[W-2 Manual Glossary](#)
[EA Manual 1.2: Completion of an EA Application](#)
[EA Manual 1.5: Five Working Days Timeframe for Processing EA Applications](#)
[EA Manual 1.5.1: Determining Eligibility Overview](#)
[EA Manual 7.2: EA Documentation in CARES and Electronic Case File \(ECF\)](#)
[ACCESS Application UAT Demo Part 1](#)
[ACCESS Application UAT Demo Part 2](#)

EFFECTIVE DATE: October 24, 2020

PURPOSE

The purpose of this memo is to:

1. Announce new ACCESS functionality for Wisconsin Works (W-2) and Job Access Loan (JAL) applications;

2. Announce new ACCESS functionality for Emergency Assistance (EA) applications for applicants who are already open in another Income Maintenance (IM) or Temporary Assistance for Needy Families (TANF) program supported in CARES Worker Web (CWW);
3. Announce updated ACCESS features for EA requests for assistance for applicants who are not already open in another IM or TANF program supported in CWW; and
4. Provide guidance to W-2 agencies for ACCESS and CWW system changes.

BACKGROUND

In response to COVID-19, the Bureau of Working Families (BWF) released two operations memos in Spring 2020 regarding accelerated work in ACCESS functionality. On April 25, 2020, BWF announced in [Operations Memo 20-08](#) its accelerated work to allow individuals to request W-2, JAL, and EA programs in ACCESS. On May 30, 2020, BWF announced in [Operations Memo 20-14](#) updated functions for W-2, JAL, and EA requests for assistance in ACCESS. These accelerated projects were designed to simplify and shorten the application timeline for BWF programs while BWF continued work on a longer-term project to allow individuals to apply for these programs in ACCESS.

On October 24, 2020, W-2 and/or JAL applicants will no longer request W-2 and/or JAL programs in ACCESS. Instead, W-2 and/or JAL applicants will complete the W-2 and/or JAL application in ACCESS. EA applicants who are already in an IM or a TANF program will complete the EA application in ACCESS, but EA applicants who are not in an IM or TANF program will continue to use the simplified request for assistance features.

ACCESS

ACCESS is an online tool for applicants and participants to apply for and manage the IM programs, which include FoodShare, health care, Family Planning Only, and Wisconsin Shares programs. BWF currently has some tools in ACCESS for those already receiving W-2, such as managing documents and W-2 program information.

In response to the COVID-19 pandemic, the following ACCESS features for BWF programs were updated and made available on April 25, 2020:

1. Allow applicants to complete the simplified request for W-2, JAL, and EA through the ACCESS self-service portal; and
2. Allow agencies to view the list of new ACCESS requests for assistance in CWW and process them by contacting the applicant by phone.

The purpose of the request for assistance feature in ACCESS is to continue to allow agencies to communicate with applicants when in-person meetings are unsafe and to expedite applicant requests for programs. In addition, this new process can relieve some W-2 agency administrative work by providing flexible self-service to applicants.

EA applicants who are not known to CWW because they are not in an IM or TANF program will continue to make an EA request for assistance in ACCESS. W-2, JAL, and EA applicants who are currently open in an IM or TANF program, will be able to apply for additional TANF programs in ACCESS starting October 24, 2020. W-2 and JAL applicants will also be able to schedule their

interview appointments with their local W-2 agency in ACCESS. EA applicants cannot schedule an interview online. Instead, the W-2 agency must contact the applicant and must complete the application review timeline within five working days.

W-2 POLICY UPDATES

1.2.4: COORDINATING WITH PARTNER AGENCIES

Current Policy

Current policy requires W-2 agencies to communicate with certain partner agencies that support low-income families. The agencies listed include public workforce, job centers, supportive services, and child welfare.

New Policy

Previous and current ACCESS projects now require collaboration between W-2 agencies and Income Maintenance (IM) agencies. Starting October 24, 2020, policy will require W-2 agencies to communicate with IM agencies in addition to the other partner agencies listed in this section.

[See attached updated W-2 Manual 1.2.4](#)

1.4.1: WHERE TO APPLY FOR W-2

Current Policy

Current policy allows W-2 applicants to request W-2 services in ACCESS or by contacting their local W-2 agency.

New Policy

Starting October 24, 2020, W-2 applicants will apply for W-2 in ACCESS or by contacting their local W-2 agency.

[See attached updated W-2 Manual 1.4.1](#)

1.4.1.2: USING AN AUTHORIZED REPRESENTATIVE

Current Policy

Current policy requires W-2 agencies to accept forms completed by an authorized representative.

New Policy

Effective October 24, 2020, agencies must accept W-2 applications through ACCESS completed by an authorized representative.

[See attached updated W-2 Manual 1.4.1.2](#)

1.4.2: APPLYING FOR W-2

Current Policy

Current policy requires W-2 agencies to schedule an appointment with a Resource Specialist (RS) within one working day of when an applicant submits the W-2 application form.

New Policy

Effective October 24, 2020, current policy will apply to applications submitted outside of ACCESS. Applications submitted in ACCESS will allow the applicant to schedule an interview appointment with a Financial and Employment Planner (FEP) in ACCESS within five working days of submitting their W-2 application. ACCESS applicants will not be required to meet with an RS. If an ACCESS applicant does not schedule an interview appointment in ACCESS, it is the applicant's responsibility to contact their local W-2 agency to schedule an appointment. Agencies may contact applicants to schedule interview appointments. Agencies must provide FEP availability for a minimum of the next 10 consecutive working days for appointment scheduling in ACCESS.

[See attached updated W-2 Manual 1.4.2](#)

1.4.3: COMPLETING THE W-2 APPLICATION

Current Policy

Current policy requires the FEP to meet with an applicant within five working days of when the applicant submits the signed application form. The applicant must sign the Application Summary at the end of the in-person interview. If the applicant has an authorized representative, the representative also signs the summary at the in-person interview. Witnesses may be required.

New Policy

Effective October 24, 2020, the FEP must meet with an applicant within five working days of when the applicant submits the signed application form or ACCESS application. If an applicant's interview appointment is telephonic, the applicant must electronically sign the Application Summary during the telephonic appointment. If the applicant has an authorized representative, the representative must also electronically sign the summary during the telephonic appointment. No witnesses are required for electronic signatures.

[See attached updated W-2 Manual 1.4.3](#)

1.4.5: APPLICATION PROCESSING TIMEFRAME

Current Policy

Current policy requires the agency to schedule a meeting for each applicant with a Resource Specialist followed by an interview between the applicant and FEP within five working days of receiving the signed Application Registration form.

New Policy

Effective October 24, 2020, applicants who apply in ACCESS may schedule an interview with a FEP within five working days of submitting their ACCESS application. Agencies must provide availability for a minimum of the next 10 working days to avoid delays in application processing time. The W-2 agency may extend the application processing timeframe for 30 days if the applicant does not schedule an interview in ACCESS and does not contact the W-2 agency.

New policy also states that it is the ACCESS applicant's responsibility, not the agency's, to schedule the FEP interview. If an applicant does not schedule an appointment in ACCESS or schedules but does not attend, it is the applicant's responsibility to contact the agency. Agencies may contact applicants to schedule interview appointments.

[See attached updated W-2 Manual 1.4.5](#)

1.4.6: REQUIRED W-2 FORMS AND PUBLICATIONS DURING THE APPLICATION PROCESS

Current Policy

Current policy requires agencies to provide certain forms and publications to applicants throughout the application process. The "What to Bring with You" publication is provided when someone inquires about W-2, and the "Domestic Violence Brochure" is provided during the applicant's appointment with the RS.

New Policy

Effective October 24, 2020 "What to Bring with You" information will be included in ACCESS for online applicants. Agencies must also provide an electronic copy of the "Domestic Violence Brochure" to all applicants with telephonic intake interviews.

[See attached updated W-2 Manual 1.4.6](#)

GLOSSARY

Current Policy

The current W-2 Manual Glossary does not define "Contract Area."

New Policy

The definition for "Contract Area" will be added to the glossary. A contract area is defined as "multiple geographical areas served by the same W-2 Contract Agency."

[See attached updated Glossary](#)

JAL POLICY UPDATES

17.2.2 ELIGIBILITY DETERMINATION PROCESS

Current Policy

Current policy discusses requests for assistance in ACCESS but does not include information about client scheduling.

New Policy

Effective October 24, 2020, applicants may apply for JALs in ACCESS and may schedule interviews in ACCESS. JAL applicants will sign the application summary electronically for all telephonic appointments.

New policy also states that it is the ACCESS applicant's responsibility, not the agency's, to schedule the FEP interview. If an applicant does not schedule an appointment in ACCESS or schedules but does not attend, it is the applicant's responsibility to contact the agency. Agencies may contact applicants to schedule interview appointments.

[See attached updated W-2 Manual 17.2.2](#)

EA POLICY UPDATES

1.2 COMPLETION OF AN EA APPLICATION

Current Policy

Current policy states that W-2 agency must provide an [Emergency Assistance \(EA\) Application form \(2010, Revised 2020\)](#) to all persons who request EA. The W-2 agency must provide applicants the opportunity to complete and sign the EA application form in the presence of a W-2 agency staff person on the same day as the request or inquiry. The W-2 agency must date-stamp the completed EA application form on the date it is received by the agency.

A W-2 agency staff person must review each of the assurance statements on [Part I, Page 3](#) of the EA application form with the EA applicant to ensure that the applicant has an opportunity to ask for clarification of each item. The EA applicant must initial each statement in the presence of the W-2 agency staff person to verify that he or she understands each statement and must sign the form.

New Policy

Effective October 24, 2020, in addition to the current request for assistance process, applicants can also submit a full application via the ACCESS web portal in the situations described in this Operations Memo. If a Request for Assistance (RFA) is submitted via ACCESS, there are no changes to the current procedures as described in [Operations Memo 20-08](#). If an application is submitted via ACCESS, the applicant is no longer required to submit the [Emergency Assistance \(EA\) Application form \(2010, Revised 2020\)](#).

ACCESS will date-stamp an application depending on the time of day it is submitted. Applications submitted before 4:30 p.m. will be date-stamped with the current date, however applications submitted after 4:30 p.m., or on a weekend or holiday, will be dated using the next

working date. The date the application is submitted in ACCESS is the date used to calculate the five-day timeframe for application processing. Additionally, the assurance statements will be reviewed and acknowledged via the electronic signature, however EA workers must still review these statements with the applicant to provide an opportunity to ask questions.

[See attached updated EA Manual 1.2](#)

1.5 FIVE WORKING DAYS TIMEFRAME FOR PROCESSING EA APPLICATIONS

Current Policy

Current policy requires W-2 agencies to process the EA application within five working days after the date the agency receives the completed EA application.

New Policy

Effective October 24, 2020, applicants using ACCESS may electronically submit a complete application, which defines the application date and begins the five working days timeframe.

[See attached updated EA Manual 1.5](#)

1.5.1 DETERMINING ELIGIBILITY - OVERVIEW

Current Policy

Current policy requires a W-2 agency worker to review each of the assurance statements on [Part I, Page 3](#) of the EA application form with the EA applicant or their representative.

New Policy

Effective October 24, 2020, a W-2 agency worker must review each of the assurance statements on the EA application form with the EA applicant or their representative.

[See attached updated EA Manual 1.5.1](#)

7.2 EA DOCUMENTATION IN CARES AND ELECTRONIC CASE FILE (ECF)

Current Policy

Current policy states that for EA applicants that are already known to CARES, application and verification information must be scanned and stored in ECF. For all other applicants, all documents must be retained in a paper file. The W-2 agency must not create a Request for Assistance (RFA) in CWW for the purpose of storing EA application materials in ECF.

New Policy

Effective October 24, 2020, if the EA application is completed in ACCESS, it is automatically saved in ECF under the ACCESS tracking number of the application. W-2 agencies will still be responsible for scanning and storing remaining application documents and notices as described in policy.

[See attached updated EA Manual 7.2](#)

CARES WORKER WEB (CWW) UPDATES

CWW has been enhanced so W-2 workers can review, and process applications completed by individuals on ACCESS.

CWW WORKLOAD DASHBOARD

I. Overview

W-2 workers can now view work items related to applications completed in ACCESS on the CWW Workload Dashboard. The CWW Workload Dashboard is a tool used to monitor timely case processing and workload assignments. A worker's personal dashboard displays the work items in each category and is arranged by the number of days left to complete the work. To learn more about CWW Workload Dashboard, see [Process Help, Chapter 53](#).

Work Item Dashboard for - XCTV59 Close						
Work Items Category	Total	Days Left to Complete				
		<1	1-7	8-14	15-30	>30
[-] Applications	33	18			14	
+ Unassigned	3				3	
[-] Assigned Application	8				7	
— W-2	8				7	
+ RFA Processing	1	1				
+ Case Processing	19	15			4	
+ Pending Verification	2	2				
+ Renewals / Reviews	4	4				
SMRFs	0					
+ Potential Errors	2	2				
+ Discrepancies	131	131				
+ Documents	68	68				

Based on the following security settings, a worker can display and view other dashboards:

- Workers with a security level at 25 can only view the dashboards for workers in the same county.
- Workers with a security level at or above 50 can view any other dashboard within the W-2 Contract Area.

In addition to their own personal dashboard, workers can use the “View Workload Dashboard” button to access the Virtual ID Dashboard which displays work items for applicants who did not schedule an appointment in ACCESS. Work items from the Virtual ID Dashboard must be assigned to W-2 workers. The following chart displays the Virtual ID assigned to each W-2 agency:

Worker First Name	Worker Last Name	Worker Description Text	Virtual ID	County
MAXIMUS	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - MAXIMUS	XXV01	40
EQUUS	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - EQUUS	XARVH1	51
FORWARD SERVICE	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - FORWARD SERVICE	XFSV01	05
UMOS	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - UMOS	XUMV01	40
ROSSWORKS	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - ROSSWORKS	XRSV01	40
WCI	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - WORKFORCE CONNECTIONS	XWCV10	29
WRI	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - WORKFORCE RESOURCE	XWRV01	09
AMERICA WORKS	VIRTUAL ID	W-2 AGENCY VIRTUAL ID - AMERICA WORKS	XAWV01	40

The following screenshot displays a personal dashboard followed by a Virtual ID Dashboard.

Navigation Menu

- Search
- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (18)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Other Health Care Programs
 - Asset Information
 - Employment Queries
 - Employment
 - Unearned Income
 - BC+ Tax Deductions
 - Expenses
 - Medical
 - Tax Filing Information
 - Yearly Income
 - W-2/Child-Care

Workload Dashboard

Refresh

Work Item Dashboard for [redacted]

Work Items Category	Total	<1	1-7	8-14	15-30	>30
Applications	36	13		2	20	1
Unassigned	16	4		2	10	
Assigned Application	6				6	
Case Processing	12	7			4	1
Pending Verification	2	2				
Renewals / Reviews	0					
SMRFs	0					
Potential Errors	0					
Discrepancies	0					
Documents	1	1				

Work Item Dashboard for AMERICA WORKS VIRTUAL ID - XAWV01

Work Items Category	Total	<1	1-7	8-14	15-30	>30
Applications	8				7	1
Unassigned	2				2	
Assigned Application	3				3	
Case Processing	2				1	1
Pending Verification	1				1	
Renewals / Reviews	0					
SMRFs	0					
Potential Errors	0					
Discrepancies	0					
Documents	0					

Open a Dashboard

If the applicant schedules a W-2 interview appointment online through ACCESS, the assigned case worker's calendar in CWW will be updated with the appointment.

However, if an applicant does not schedule an appointment or there are no available appointments in the ACCESS Interview module, the application is not assigned. Instead, the

application will display on a separate dashboard under the Virtual Worker ID. In the following screenshot, the Virtual Worker ID can be identified in the Application Summary page.

Navigation Menu

Search

CARES Home

Search

Inbox Search

Unlinked Documents

RFA / Case

Client Registration (0)

Case Summary

Case Comments

Expected Changes

Application Entry (0)

Generate Summary

Initiate Eligibility Determination

Eligibility

Post Eligibility

Potential Error Listing

Confirm Eligibility

Refer to FSET

FS Clock

Override AG Renewal / Review Dates

W-2 Post Eligibility

Deductible Period and Bill Tracking Information

Post Confirmation

Query

FS Benefit Issuance

Application Summary

Reset

Individuals on Application

Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match
CHRISTOPHER HILL		MALE		Yes	PP	W-2		No	ENGLISH	EXACT
LEE HILL		FEMALE		Yes	WIF	W-2		No	ENGLISH	EXACT
MICHAEL HILL		MALE		Yes	SON	W-2		No	ENGLISH	EXACT

Application Information

ACCESS Application Number: 0800754204 [View](#)

Status: Assigned

Filing Date: 10/16/2020

Community Access Point Number:

Data Collection Method: Customer

Item Type: ACCESS Program Add

Phone/Mail Application Submitted Worker:

Office Information

County / Tribe: MILWAUKEE COUNTY

Eligibility Office: MARQUETTE FSET OFFICE (2839)

Assigned Worker: XAWV01

IM Consortium: STATE CONSORTIUM

Contact Information

County of Residence: MILWAUKEE COUNTY

Homeless: No

Household Address: PO BOX 05676

MILWAUKEE, WI 53205-0676

Phone: 234-234-2443

CWW Information

Existing Case:

Companion Case Information

Case Number:

Case Worker:

Primary Person Name:

Special Attention

Description

No data found.

Programs

Wisconsin Works (W-2)

Filing Date: 10/16/2020

Related Submissions

Item Type	Number	Status	Filing Date/Received Date	Programs Requested
Application	1800754213 View	Assigned	10/16/2020	W2

Documents

Document	Received Date	Scanned Date/Time	Channel	Status
No data found.				

What would you like to do?

Start/Continue Processing Inbox Item

Withdraw Inbox Item

Reason:

Comments:

Current Size = 0 characters (260 characters max.)

Cancel

Next

From this separate dashboard, all workers in the agency can view the applications, and the only task to perform is to reassign the application to an actual W-2 worker.

II. How Work Items for ACCESS Applications Display in CWW Workload Dashboard

The application type, programs, and whether the applicant or participant scheduled an interview determines what dashboard and what category the work items displays on in the CWW Workload Dashboard.

Application Type	Programs	Interview Scheduled?	CWW Workload Dashboard	Category
AFB	Only W-2 and/or JAL	No	Virtual ID dashboard	Unassigned
AAP	Only W-2 and/or JAL	No	W-2 worker dashboard	Assigned
AFB	Only W-2 and/or JAL	Yes	W-2 worker dashboard	Assigned
AAP	Only W-2 and/or JAL	Yes	W-2 worker dashboard	Assigned
AFB	W-2 and/or JAL + IM program	No	Virtual ID dashboard	Unassigned

W-2 work items will not display on the IM worker dashboard; and IM work items will not display on the W-2 worker dashboard. When a W-2 and/or JAL + IM program is requested on an application, both the W-2 and IM worker can access the Application Summary page by clicking on the work item on the dashboard.

Application Summary

Individuals on Application

Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match
JESSI SMITH		FEMALE		Yes	PP	FS ,CC ,W-2		No	ENGLISH	NO
KATI SMITH		FEMALE		Yes	DAU	FS ,CC ,W-2		No	ENGLISH	NO

Application Information

ACCESS Application Number:	3702274731	View	Status:	Assigned
Filing Date:	08/17/2020		Community Access Point Number:	
Data Collection Method:	Customer		Item Type:	Application
Phone/Mail Application Submitted Worker:				

Office Information

County / Tribe:	MILWAUKEE COUNTY	Eligibility Office:	MILW CO REG 5 W-2,GOODWILL-EMPLOY SOLUTN (5605)
Assigned Worker:	XCTT43	IM Consortium:	STATE CONSORTIUM

Contact Information

County of Residence:	MILWAUKEE COUNTY	Homeless:	No
Household Address:	1220 W VLIET ST		
Phone:	MILWAUKEE, WI 53205-2117		
	234-324-2434		

CWW Information

Resulting RFA:	Resulting Case:
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Special Attention

Description
No data found.

Programs	Filing Date
FoodShare (Priority Service eligible)	08/17/2020
Child Care	08/17/2020
Wisconsin Works (W-2)	08/17/2020

Related Submissions

Item Type	Number	Status	Filing Date/Received Date	Programs Requested
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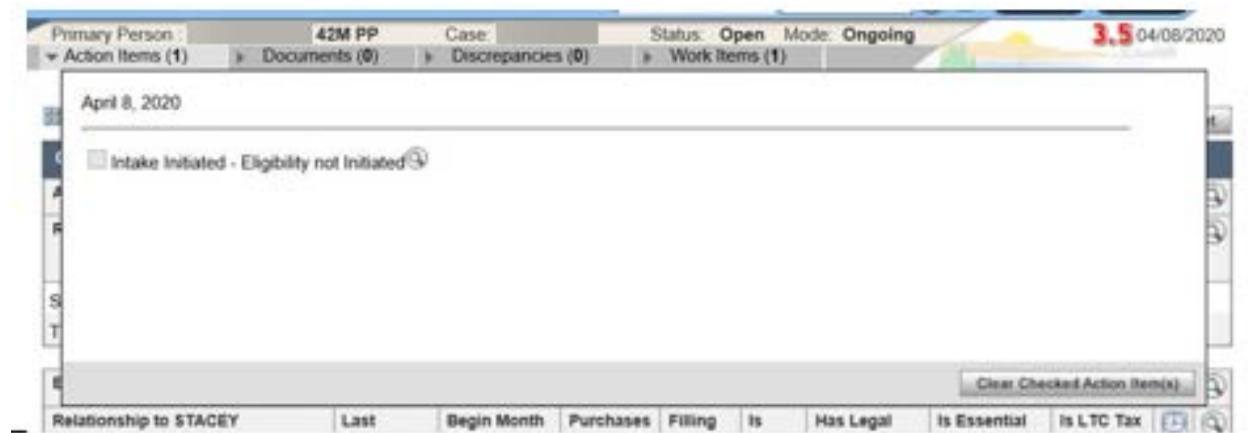
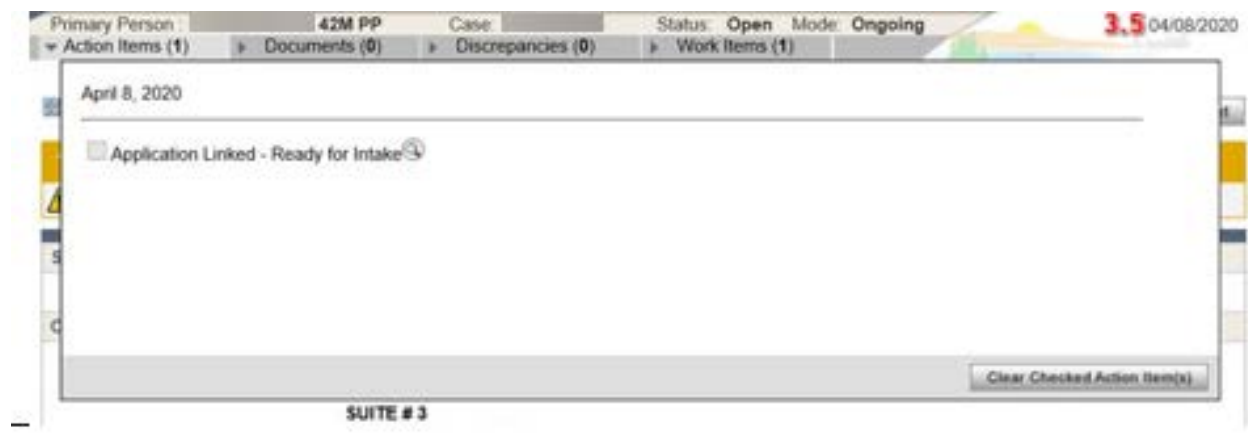
Either worker can process this application by pending the interview for the program for which they are not responsible.

ALERTS/ACTION ITEMS

When an applicant requests to add a program, the primary worker will receive a case action item notification to show that a program add has been requested:

- If W-2 and/or JAL is requested on an existing IM case, the W-2 worker will receive the notification.
- If an IM program is requested on an existing W-2 and/or JAL case, the IM worker will receive the notification.

When an application is linked to an existing CARES case, the following case alert notifications will be displayed. Note that all workers on the case, W-2 and IM, will have access to view these alerts.

CWW INBOX

W-2 workers will be able to search for W-2 and JAL applications in the CWW Inbox. Workers can access the Inbox Search page via the CWW Navigation menu or the CWW Home Page under My Inbox Items.

Workers can choose the Basic Search function (choose one of the radio buttons, then select one of the dropdown criteria) or Advanced Search (which has many criteria to select, though workers typically search by Worker ID, County number, or Office ID in Milwaukee County).

In this example, the worker searches for all work items. Both Assigned and Unassigned are checked in the “Advanced Search” section.

Navigation Menu

Search

CARES Home

Search

Inbox Search

RFA / Applications / Cases

Changes / SMRFs / Renewals

Simplified Requests Search

Unlinked Documents

RFA / Case

Client Registration (0)

Case Summary

Case Comments

Expected Changes

Application Entry (0)

Case Information

Individual Demographics

Benefits/School

Individual Non Financial

Other Health Care Programs

Asset Information

Employment Queries

Employment

Unearned Income

BC+ Tax Deductions

Expenses

Inbox Search Criteria - RFAs / Applications / Cases

Basic Search

What would you like to do?

☒ View and Select Inbox Items
 Assignment Status:

☐ View and Select to Assign / Reassign Inbox Items
 Assignment Status:

☐ Display Counts of Inbox Items
 Assignment Status:

Go

Advanced Search

Inbox Search Criteria

Restore to Default Search Criteria

Save Search Criteria

☒ County / Tribe:

☐ IM Consortium:

Additional Search Criteria

☒ Assignment Status: ☒ Assigned ☐ Unassigned

Eligibility Office: Worker ID:

Programs Requested:

☐ Health Care ☐ FoodShare ☐ Family Planning Waiver
☐ Caretaker Supplement ☐ Child Care ☒ Wisconsin Works (W-2)
☒ Job Access Loan (JAL)

Health Care Programs:

☒ BadgerCare Plus ☒ BadgerCare Plus CLA
☒ EBD Medicaid ☒ Institution

Special Attention: ☐ Tuberculosis ☐ Emergency Medicaid
☐ LTC ☐ Gap Filling

Language:

First Letter of Applicant's Last Name: to

Priority Service Eligible:

Kinship / Foster / Subsidized Care:

Filing / Submitted Date: ☒ Within the past 10 days

☐ / /

☐ Between / / and / /

County of Residence:

ZIP:

Has Related Unprocessed Items:

Any Matching Individuals:

Data Collection Method/Item Type

Customer	Federally Facilitated Marketplace	RFA
<input checked="" type="checkbox"/> ACP - Automated Case Processing	<input type="checkbox"/> FFM - Referral	<input checked="" type="checkbox"/> RAA - ACCESS
<input checked="" type="checkbox"/> CAP - Application		<input type="checkbox"/> RLA - LIS Referral
<input checked="" type="checkbox"/> CPA - ACCESS Program Add		<input type="checkbox"/> RMA - Mail-in
<input checked="" type="checkbox"/> CPO - Page One		<input type="checkbox"/> RPA - Phone
		<input type="checkbox"/> RWA - Walk-in

What would you like to do?
☒ View and Select Inbox Items Meeting the Above Criteria
☐ View and Select to Assign / Reassign Inbox Items Meeting the Above Criteria
☐ Display Counts of Inbox Items Meeting the Above Criteria

Go

After the worker clicks Go, the search results will display in the Inbox Listing page. The worker can click the options in the “Inbox Listing” section to sort the results.

By clicking “View and Select to Assign / Reassign Inbox Items Meeting the Above Criteria” option on the Inbox Search page, the worker can then assign one or more individual Inbox items that fit that criteria. The worker selects each appropriate item, then clicks Next.

Navigation Menu
Search
CARES Home
Search
Inbox Search
Unlinked Documents
RFA / Case
Client Registration (0)
Case Summary
Case Comments
Expected Changes
Application Entry (0)
Case Information
Individual Demographics
Benefits/School
Individual Non Financial
Other Health Care Programs
Asset Information
Employment Queries
Employment
Unearned Income
BC+ Tax Deductions
Expenses
Medical
Tax Filing Information
Yearly Income
W-2/Child-Care

Inbox Listing - View RFAs / Applications / Cases
Cancel ☐ Reset

Inbox Search Criteria
IM Consortium: STATE CONSORTIUM
Eligibility Office: ALL
Worker: Counties / Tribes: 40-MILWAUKEE
Filing Date: Within the past 10 days
Assignment Status: Assigned, Unassigned
Priority Service Eligible: All
Programs Requested: Any of the programs checked below (OR) - W-2, JAL
Health Care Programs: FAM, CLA, EBD, INS
Kinship / Foster / Subsidized Care: All
Special Attention: ZIP:
First Letter of Applicant's Last Name: A
Data Collection Method/Item Type: ACP - Automated Case Processing , CAP - Application , CPA - ACCESS Program Add , CPO - Page One , RAA - ACCESS
Language: Any Language
Has Related Unprocessed Items: All
Any Matching Individuals: All

Inbox Listing

Select	Cnty/Trb	Assigned Worker	Applicant Name/Case	Date	PS Elig	Programs Requested	HC Programs	Special Attention	Conf	Lang	Zip	Related Items	Ind Match	Item Type
<input type="radio"/>	Select Next Inbox Item Meeting the Above Criteria													
<input type="radio"/>	40	XCTV59		10/06/2020	No	W-2, JAL			No	E	54952	No	No	CAP
<input type="radio"/>	40	XCTT43		10/08/2020	No	W-2			No	E	53189	Yes	Yes	CPA
<input type="radio"/>	40	XCTF6T		10/08/2020	No	FS, JAL			No	E	53213	Yes	Yes	CPA
<input type="radio"/>	40	XCTV59		10/14/2020	No	JAL			No	E	53713	Yes	Yes	CPA
<input type="radio"/>	40	XCTV59		10/14/2020	No	JAL			No	E	53960	No	Yes	CPA
<input type="radio"/>	40	XCTV59		10/14/2020	No	W-2			No	E	54014	No	No	CAP
<input type="radio"/>	40	XCTV59		10/15/2020	No	W-2			No	E	55555	No	Yes	CAP
<input type="radio"/>	40	XRSV01		10/16/2020	No	JAL			No	E	53212	No	Yes	CPA
<input type="radio"/>	40	XCTV59		10/16/2020	No	W-2, JAL			No	E	53216	No	Yes	CPA

Cancel ☐ Previous Next

The worker can choose to start processing the item right away by clicking Start/Continue Processing Inbox Item.

What would you like to do?
☒ Start/Continue Processing Inbox Item
☐ Withdraw Inbox Item Reason:
Comments:
Current Size = 0 characters (260 characters max.)

Cancel ☐ Next

Or, once the item has been assigned, the worker can begin processing the item from the Application Summary page.

CONFLICT PANEL

A conflict panel has been added to CWW to notify W-2 workers of new information or updates to existing information that has previously been reported by the client. The W-2 worker must

review the information presented in the event panel and decide which information to use to update the page.

The following screenshot displays an example of an applicant that reported new information. The W-2 worker is presented with the option to add or do not add this information.

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (23)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Other Health Care Programs
 - Asset Information
 - Summary
 - AVS Asset Match
 - Gatepost
 - Liquid
 - Vehicle
 - Real Property
 - Personal Property
 - Burial
 - Lump Sum Received

Asset Summary Cancel Reset

The following events have occurred:

AE279: Please review the client reported information.

Liquid Assets

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	Account #	Type	Self-Reported Amount		
No data found.											

Client Reported Information

Individual	What would you like to do?	Account #	Type	Amount	Jointly Owned
* 40M PP	<div> Add this information Do not add this information </div>		CHECKING ACCOUNT	\$500.00	No

Vehicle Assets

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	ID Number	Type	Amount		
No data found.											

Client Reported Information

Individual	What would you like to do?	Type	Year	Make	Model	Amount	Jointly Owned
No data found.							

Real Property Assets

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	Address	Type	Amount		
No data found.											

Client Reported Information

Individual	What would you like to do?	Address	Type	Amount	Jointly Owned
No data found.					

Personal Property Assets

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	Jointly Owned	Type	Amount		

The following screenshot displays an example of an applicant that is updating existing information. The W-2 worker is presented with the option to match with existing information (in this example, Match with A), add, or do not add this information.

Navigation Menu

- Search
- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- A / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (20)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Other Health Care Programs
 - Asset Information
 - Employment Queries
 - Employment
 - Summary
 - Gatepost
 - Monthly SWICA (HC Only)
 - Monthly FDSH (HC Only)
 - Employment
 - Loss of Employment

Employment Summary Cancel ☐ Reset

The following events have occurred:

AE279: Please review the client reported information.

Employment

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Del Rsn	Seq	Employer Name	Emp Begin Date	Monthly MA Gross Amount	Monthly BC+ Taxable Amount	Conv Amount	In-Kind Amount
A	40M PP	10/2020		10/15/2020		1	WALMART	01/01/2020	\$500.00	\$500.00	\$500.00	\$0.00

Client Reported Information

Individual	What would you like to do?	Employer Name	Emp Begin Date	Monthly MA Amount
40M PP	<div>Match with A</div> <div>Add this information</div> <div>Do not add this information</div>	WALMART	01/01/2020	\$750.00

Loss of Employment

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	Sanction End Date	Sanction Override End Date	Good Cause	Re-request FS
No data found.										

Client Reported Information

Individual	What would you like to do?	Employment Lost Date	Good Cause
No data found.			

Self-Employment Income

Case Information

Row	Individual	Begin Month	End Month	Last Updated	Delete Reason	Seq	Type	Gross Income	Gross Expense
No data found.									

Client Reported Information

Individual	What would you like to do?	Type	Gross Income	Gross Expense
No data found.				

In-Kind and Volunteer Information

Case Information

PROCESSING COMBINED APPLICATIONS WITH HEALTH CARE REQUESTS

If the combined application includes a request for assistance for health care (e.g., BadgerCare Plus), Real-Time Eligibility (RTE) will need to be run on the case in order to determine immediate eligibility. This requires automatically defaulting certain W-2 values to allow RTE to go forward.

W-2 workers must check the fields for School Enrollment and W-2 Up-Front Activities: both fields will have been auto-populated with "unknown or ?" and the worker must update these items (or the W-2/JAL application will pend). Error messages will notify the worker to change these values from their defaults before case processing can be completed and eligibility confirmed.

W-2 workers must check the fields for Liquid Asset information: those fields will default to "?" and the worker may need to reconcile this information with the client reported information in the summary.

On the application in ACCESS, if the individual enters No for the question "Have you lived in WI all your life?" several follow-up questions will require attention in CWW. These additional questions will default to "?" during RTE and will pend for W-2. The worker must update the "?" value for these questions before moving on with the case processing and confirming eligibility.

CLIENT SCHEDULING

When an applicant schedules a W-2 interview appointment online, the assigned caseworker's calendar in CWW will be updated with the appointment:

- The appointment type will be AQ: "W-2 Application Appointment/Phone"
- The appointment length will be 90 minutes.

When more than one worker is available for the appointment time, the work item will be randomly assigned to more evenly distribute the workload between workers.

The following screenshot shows how ACCESS appointments (AQ) will display in the CWW Calendar.

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (0)
 - Generate Summary
 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Potential Error Listing
 - Confirm Eligibility
 - Refer to FSET
 - FS Clock
 - Override AG Renewal / Review Dates
 - W-2 Post Eligibility
 - Deductible Period and Bill Tracking Information
 - Post Confirmation
 - Query
 - FS Benefit Issuance

Calendar

Daily Schedule

Worker ID: XCTT43

Today

Oct 20, 2020

Time	Appointment
6:00 AM	
7:00 AM	
8:00 AM	8:00 AM - 1 AQ
9:00 AM	
10:00 AM	9:30 AM - 1 AQ
11:00 AM	10:30 AM - 1 AQ
12:00 PM	12:00 PM - 1 AQ
1:00 PM	1:15 PM - 1 AQ
2:00 PM	
3:00 PM	3:15 PM - 1 AQ
4:00 PM	
5:00 PM	

October

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

2019 2020 2021

Legend

Details

Appointment

Begin: 08:00 AM
End: 09:00 AM
Confidential: No
Status: Scheduled
Activity: AQ-W-2 Application Appt/Phone

Case/RFA/PIN/ACCESS #: 3800754835
Type: ACCESS APP
Individual: [Redacted]

Quick Reference

Slots

- CASE/RFA Based
- PIN Based
- Protected
- Other
- Reserved

Appointments

- Review Appointment
- Intake Appointment
- PIN Appointment
- Other
- Phone Appointment
- Group Appointment

Activity Types

“ACCESS APP” and “ACCESS #” in appointment details indicate an appointment booked online through ACCESS.

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (0)
 - Generate Summary
 - Initiate Eligibility Determination
 - Eligibility
 - Post Eligibility
 - Potential Error Listing
 - Confirm Eligibility
 - Refer to FSET
 - FS Clock
 - Override AG Renewal / Review Dates
 - W-2 Post Eligibility
 - Deductible Period and Bill Tracking Information
 - Post Confirmation
 - Query
 - FS Benefit Issuance

Appointment Details Cancel Reset

Individual Details

Appointment Type: ACCESS APP

ACCESS/Case/RFA Details or Name Only

ACCESS APP 3800754835 Go

Individual: First Name MI Last Name Phone
 Represented By:
 Programs: ☐ FoodShare ☐ Child Care
 Status: SC - Scheduled

Appointment Details

Activity Type: AQ - W-2 Application Appt/Phone Last Updated: 10/16/2020

Date: 10/20/2020

Begin Time: 8:00 AM End Time: 9:00 AM

Worker ID: XCTT43 Location: 2811

Eligibility Office: 5614 County: 40 - MILWAUKEE COUNTY

Comments:
 Current Size = 0 characters (260 characters max.)

What would you like to do?

☒ Save and Continue

☐ Preview the Correspondence ▼

☐ Transfer appointment to ▼ 🔍

☐ Cancel appointment ▼

Cancel Previous Next

DOCUMENT SUBMISSION AND VERIFICATION

The worker can view documents submitted in ACCESS using the CWW Document Viewer. See [Process Help Section 45.2, CWW Document Viewer](#).

PROCESSING EMERGENCY ASSISTANCE REQUESTS IN CWW

How W-2 workers process EA requests depends on how the request was submitted in ACCESS.

If the applicant only requests EA, a summary of the information submitted in ACCESS will be saved as a PDF and sent to the Simplified Requests Inbox in CWW. No information is sent to the CWW Inbox, nor will a work item display in the CWW Workload Dashboard.

If the applicant either requests EA using Application Type AAP on an existing W-2 case, or as part of a W-2 application, the FEP assigned to the case will receive an Action Item that a request for EA has been added to the case.

October 14, 2020

☐ XCTT43 - A NEW EA APPLICATION ADDED

Household Address: _____ Alternate Address: _____

Clear Checked Action Item(s)

The alert notification will only be sent to the FEP if the W-2 request in CWW is currently marked as "Yes"; alerts will not be sent on a closed W-2 case, nor for a denied W-2 and/or JAL application.

Workers will continue to use the existing Simplified Requests search functionality to find EA requests or EA applications. All search criteria, default values, and access rules for this page will remain the same, allowing workers to still search for past simplified requests for W-2 and JAL along with past and current EA submissions. Workers can distinguish an application for EA from a request for service, because applications include the case number.

The W-2, JAL, and EA ACCESS Requests page will display both EA requests for service and EA applications in the same Inbox. Previous EA requests for service made through AFB and AAP will continue to display as well.

After defining the search criteria and clicking Go, the results will display, and the search criteria displayed at the top of this page.

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
 - Unlinked Documents
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Expected Changes
 - Application Entry (20)
 - Case Information
 - Individual Demographics
 - Benefits/School
 - Individual Non Financial
 - Other Health Care Programs
 - Asset Information
 - Employment Quizzes
 - Employment
 - Unearned Income
 - BC+ Tax Deductions
 - Expenses
 - Medical
 - Tax Filing Information
 - Yearly Income
 - W-2/Child Care

W-2, JAL, and EA ACCESS Requests

Search Criteria

Filing Date: **Between 10/11/2020 and 10/17/2020** First Name: _____
 Programs Requested: **W-2, JAL, EA** Last Name: _____
 Status: **Unprocessed** Tracking Number: _____
 County/Tribe of Residence: _____ Case Number: _____
 Agency: **MILWAUKEE NORTHERN**

Applications Listing

Processed	Cnty/Trib	Agency Name	Agency Worker	Applicant Name	Filing Date	Programs Requested	Zip	Case Number	Tracking Number	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	4004086744	4702358740	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	4004086744	3702358536	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	4004086744	4702358448	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212		8702358387	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212		8702358280	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	4004081149	6702357567	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	6004081264	4702357549	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212		3702357530	View
<input type="checkbox"/>	40	ROSS IES			10/15/2020	EA	53212	7004086771	0702357103	View
<input type="checkbox"/>	40	ROSS IES			10/14/2020	EA	53212	1004086717	2702356028	View
<input type="checkbox"/>	40	ROSS IES			10/14/2020	EA	53212		8702355981	View
<input type="checkbox"/>	40	ROSS IES			10/14/2020	EA	53212		8702355884	View

ACCESS UPDATES

SUBMITTING AN APPLICATION IN ACCESS

How applicants request W-2, JAL, and/or EA in ACCESS depends on whether that applicant is currently open for an IM or TANF program:

- Those currently open in any of the following programs can submit a completed application in ACCESS: TANF, and/or an IM program including Wisconsin Shares, FoodShare, and/or health care. Note that some application information for these individuals will be pre-populated in ACCESS (because they are already known to CWW).
- Those not currently in TANF, and/or an IM program can also submit a completed application for W-2 and/or a JAL in ACCESS.
- However, those not currently in TANF, and/or an IM program cannot submit a complete application for EA in ACCESS. Instead they will continue to use the EA simplified request in ACCESS made available in Spring 2020.

REQUIREMENTS FOR APPLICATION SUBMISSION

To reduce the number of ineligible applications, information has been added to the beginning of the application process to display the household income limits of the TANF programs. If an applicant continues with the application process but enters income that exceeds the limit for their household or does not indicate a child in the home or a pregnant female the application will not be allowed to proceed.

Additionally, individuals applying for EA will need to provide information about a qualifying emergency for the application to move forward. For example, if an applicant selects impending homelessness as the emergency type, additional questions specific to impending homelessness will appear:

Impending Homelessness

- * Do you have an eviction notice or a foreclosure notice? ☒ Yes ☐ No
- * Do you need a different home because of domestic abuse? ☐ Yes ☐ No
- * Do you need a different home because your rental housing is in foreclosure? ☐ Yes ☐ No
- * Has a building or housing inspector or public health official decided your home is not safe to live in? ☐ Yes ☐ No

For any ineligible application, the applicant has the opportunity go back and modify information if it was entered erroneously or they forgot to provide information. Agency contact information is also provided if they have questions.

The following is an example of the message that will display if an applicant does not meet one of the above requirements for application submission:

The screenshot displays the ACCESS application interface. At the top, a blue header bar contains the word "ACCESS" in white. Below the header, a progress bar indicates "26% Complete". To the right of the progress bar, the text "Your tracking number: 1234567890" is displayed. On the left side, there is a vertical menu with icons and labels: "Start", "People" (highlighted with a yellow circle), "Other Benefits", "Liquid Assets", "Other Assets", "Job Income", and "Other". The main content area is titled "Your Wisconsin Works (W-2) Request". It contains a paragraph stating: "The Individuals listed below cannot apply for the Wisconsin Works (W-2) program as part of this application because they do not meet some eligibility requirements. If you think you do meet program eligibility requirements, please contact your local W-2 agency." Below this text are three icons representing people, labeled "Jenny", "John", and "Jake". Further down, it says "Your local W-2 agency is listed below." and provides the contact information for "ROSS IES": "7800 WEST BROWN DEER ROAD, SUITE 200", "MILWAUKEE, WI 53223", and "Phone:(414) 760-6060".

RESOURCES

Applications received through ACCESS are not required to be scheduled for a Resource Specialist appointment. In ACCESS there is information to help applicants obtain local community resources. Applicants who submitted their application through ACCESS will meet directly with a FEP within five working days. At the FEP appointment additional referrals and resources must be provided to the applicant if other needs are identified.

APPLICATION DATE

Applications submitted prior to 4:30 p.m. on a working day must be processed with today's date. Applications submitted after 4:30 p.m., or on a weekend or holiday, must be processed using the next working date.

SCHEDULING INTERVIEWS

W-2 and JAL applicants will have the opportunity to schedule a phone interview with a W-2 agency worker at the end of the ACCESS application. Per policy, W-2 agencies must provide availability for a minimum of the next 10 consecutive working days to allow applicants to schedule an interview with a FEP. The applicant will see availability for the next five consecutive working days in order to meet with a FEP within the five working day timeframe. If the applicant chooses not to schedule an interview or does not attend their scheduled interview appointment, it is the applicant's responsibility to contact the W-2 agency. As a best practice, W-2 agencies may contact the applicant to schedule interview appointments.

Your Interview

You must complete an interview with a worker in order to get FoodShare and/or Wisconsin Shares Child Care. Interviews are often done over the phone, but you may also ask to have a face-to-face interview with a worker. You will get more information about how to complete your interview from your agency.

You must complete an interview with a W-2 agency worker to determine eligibility for Wisconsin Works (W-2), Job Access Loan (JAL), and/or Emergency Assistance (EA). These interviews must be done over a voice or video phone call. You will get more information about how to complete your interview from your agency.

Additional Rules for Wisconsin Works (W-2) and/or Job Access Loan (JAL) Applications

I understand that I must have an interview with an agency worker within five working days of submitting my online application in order to continue my Wisconsin Works (W-2) and/or Job Access Loan (JAL) application process, and I understand that I must try to provide all required verification documents for this interview. I understand that I can contact my local W-2 agency with questions if I am unable to locate required verification items.

* ☐ By checking this box and typing my name below, I am electronically signing my request for assistance. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

* First Name:

Middle Initial:

* Last Name:

Wisconsin Works (W-2) and/or Job Access Loan (JAL) Appointment

Click below to schedule your phone interview appointment with your agency for Wisconsin Works (W-2) and/or Job Access Loan (JAL).

[Schedule Appointment](#)


Your agency details are given below.


ROSS IES








7800 WEST BROWN DEER ROAD, SUITE 200, MILWAUKEE, WI, 53223

Phone: (414) 760-6060

⚠ If you do not schedule your W-2 interview appointment online before submitting your application, you must call the agency listed above to schedule an appointment.




Comments


People

Other Benefits

Assets

Job Income

Other Income

Bills

Submit

Available W-2 Appointments

Please choose one of the following phone interview appointments with your W-2 agency. Plan on your phone appointment lasting 90 minutes. At the time of your phone appointment, your agency will contact you at the phone number you have provided on this application.

MAXIMUS Office Phone: (414) 203-8500


Tuesday 10/06/2020	Wednesday 10/07/2020	Thursday 10/08/2020	Friday 10/09/2020	Tuesday 10/13/2020
<input type="radio"/> 7:00 AM	<input type="radio"/> 7:00 AM	<input type="radio"/> 7:00 AM	<input type="radio"/> 7:00 AM	<input type="radio"/> 7:15 AM
<input type="radio"/> 7:30 AM	<input type="radio"/> 8:15 AM	<input type="radio"/> 8:00 AM	<input type="radio"/> 8:00 AM	<input type="radio"/> 8:00 AM
<input type="radio"/> 8:15 AM	<input type="radio"/> 9:00 AM	<input type="radio"/> 9:00 AM	<input type="radio"/> 8:15 AM	<input type="radio"/> 8:15 AM
<input type="radio"/> 9:30 AM	<input type="radio"/> 9:15 AM	<input type="radio"/> 9:30 AM	<input type="radio"/> 9:00 AM	<input type="radio"/> 9:15 AM
<input type="radio"/> 10:00 AM	<input type="radio"/> 11:00 AM	<input type="radio"/> 10:00 AM	<input type="radio"/> 10:00 AM	<input type="radio"/> 10:00 AM
<input type="radio"/> 12:00 PM	<input type="radio"/> 12:00 PM	<input type="radio"/> 11:00 AM	<input type="radio"/> 11:00 AM	<input type="radio"/> 11:00 AM
<input type="radio"/> 1:00 PM	<input type="radio"/> 1:00 PM	<input type="radio"/> 12:00 PM	<input type="radio"/> 12:30 PM	<input type="radio"/> 12:30 PM
<input type="radio"/> 2:00 PM	<input type="radio"/> 2:00 PM	<input type="radio"/> 1:00 PM	<input type="radio"/> 1:30 PM	<input type="radio"/> 1:00 PM
<input type="radio"/> 3:00 PM	<input type="radio"/> 3:00 PM	<input type="radio"/> 2:00 PM	<input type="radio"/> 2:30 PM	<input type="radio"/> 2:00 PM
<input type="radio"/> 4:00 PM	<input type="radio"/> 4:00 PM	<input type="radio"/> 3:30 PM	<input type="radio"/> 3:30 PM	<input type="radio"/> 3:00 PM
			<input type="radio"/> 4:30 PM	<input type="radio"/> 4:00 PM
				<input type="radio"/> 5:00 PM

☐ None of the above appointments work for me


Your appointment will be scheduled when you sign and submit your application. To sign and submit your application, click on the "Continue" button below.

Continue

Emergency Assistance applicants cannot currently schedule an interview online. Instead, the agency must contact the applicant and must complete the application review within five working days.


ACCESS

Your tracking number: **1234567890**

For your information:
 For your security, please log out before closing your browser. You can log out by clicking "Log Out" at the top or bottom of the page.

Thank You - Your Emergency Assistance Request
 Your Emergency Assistance application has been successfully submitted. The tracking number is **6702342861**. Be sure to write down this number or print this page for your records.

 Click here to [View and Print](#) your Emergency Assistance application summary. You can print or save your summary for your files. Keep in mind that your summary has your private, personal information on it.


 We were not able to give you an answer right away because you need to meet with your agency to review your application. By law, your agency must make a decision about your application within 5 days.

 If you have a question about your application, contact your W-2 agency listed below. If you give the agency your tracking number, it can help you get an answer more quickly.

ROSS IES
 7800 WEST BROWN DEER ROAD, SUITE 200
 MILWAUKEE, WI 53223
 Phone: (414) 760-6060

APPOINTMENT DETAIL ENHANCEMENT

The Appointment Information page includes enhanced scheduled appointment details, such as the type, length and the location of appointments.


ACCESS

Case Number: 8004089283, Household Head: JENNY SMITH

[Account Home](#)
[W-2 Details](#)
[Contact Information](#)
[Appointment Information](#)

Upcoming W-2 Appointment Details

Who is the appointment for?	What type of appointment is it?	When will the appointment take place?	Where will the appointment take place?	Status
JENNY	W-2 Application Appt/Phone	Thursday September 24, 2020 at 01:00 PM Duration: 60 minutes	(242) 424-2433	Scheduled

Past W-2 Appointment Details
 You have not had any appointments within the past 30 days.




DOCUMENT SUBMISSION PAGE


The Documents page lists the different types of proof and documentation that applicants must submit in order to verify the information submitted. Applicants may submit documents in ACCESS or through one of the other options listed.

Your tracking number: **2800748923**

Submit Your Documents

Your agency may ask for proof of the things you told us in your application. We have created a list of the types of proof that you may need to provide. If you have already submitted any documents, you may not need to submit them again.

Who?	Proof That May Be Needed	Examples of Documents That May Serve as Proof
 AMELIA	Vehicle Assets More Detail...	Loan papers or sales receipt; State Division of Motor Vehicles statement; Vehicle title or registration papers; or Statement from a car dealer
	Liquid Assets CHECKING ACCOUNT 6789 ABC BANK More Detail...	Credit union or bank statement showing current balance; Statement from the financial institution or investment company; Trust Agreement; or Copy of Bonds
 BENNET	Employment at 123 SANITATION More Detail...	Enclosed Employer Verification of Earnings Form filled out and signed by your employer; Signed letter from your employer with the same information; or Pay stubs from the last 30 days
 WALTER	Vehicle Assets More Detail...	Loan papers or sales receipt; State Division of Motor Vehicles statement; Vehicle title or registration papers; or Statement from a car dealer
	Liquid Assets U.S. SAVINGS BOND More Detail...	Credit union or bank statement showing current balance; Statement from the financial institution or investment company; Trust Agreement; or Copy of Bonds
	School Enrollment More Detail...	Statement from school/place of employment; Diploma; School attendance record; Letter from High school; Transcript; Registration Documents; or School record

 [Print This List](#)

Would you like to submit any other documents?

☐ Yes

☒ No

Submitted Documents

To view documents you already submitted, [click here](#).

Next Steps

Please choose one of the options below to send us your documents.

- ☐ Fax in your documents.
- ☐ Mail in your documents.
- ☐ Drop off your documents in person.
- ☐ Scan your documents using the ACCESS website.
- ☐ Upload your documents using the ACCESS website.
- ☐ Take a photo of and submit your documents using the MyACCESS mobile app.
- ☐ Skip this step for right now. You may log into the ACCESS website later and revisit this step.

W-2 workers will be notified when the applicant has submitted documents (see [Document Submission in the CARES Worker Web \(CWW\) section](#) of this memo).

TRAINING

The W-2 Partner Training Team developed a webcast training for W-2 workers that walks them through the steps of processing W-2 and JAL applications in ACCESS. The training is titled "[Webcast Recording: W-2 and JAL Application in ACCESS](#)" and is located in the Learning Center. A desk aid will also be available in the Learning Center for processing EA applications and requests in CWW.

AGENCY ACTION

W-2 agencies must provide availability for a minimum of 10 working days in ACCESS for client scheduling. It is recommended that agencies provide at least two weeks of availability to provide applicants support for scheduling interviews in ACCESS. Agencies must also continue to accept applications telephonically or in-person for applicants who wish to apply without using ACCESS.

ATTACHMENTS

Updated W-2 Manual sections:

[W-2 Manual 1.2.4: Coordinating with Partner Agencies](#)

[W-2 Manual 1.4.1: Where to Apply for W-2](#)

[W-2 Manual 1.4.1.2: Using an Authorized Representative](#)

[W-2 Manual 1.4.2: Applying for W-2](#)

[W-2 Manual 1.4.3: Completing the W-2 Application](#)

[W-2 Manual 1.4.5: Application Processing Timeframe](#)

[W-2 Manual 1.4.6: Required W-2 Forms and Publications During the Application Process](#)

[W-2 Manual 17.2.2: Eligibility Determination Process](#)

[W-2 Manual Glossary](#)

Updated EA Manual sections:

[EA Manual 1.2: Completion of an EA Application](#)

[EA Manual 1.5: Five Working Days Timeframe for Processing EA Applications](#)

[EA Manual 1.5.1: Determining Eligibility - Overview](#)

[EA Manual 7.2: EA Documentation in CARES and Electronic Case File \(ECF\)](#)

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POLICY QUESTIONS

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DCF/DFES/BWF/SC/JK