



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

FROM: Patara Horn, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO					
No:	21-18				
DATE:	06/25/2021				
W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>				
RAP	<input type="checkbox"/>	TMJ	<input type="checkbox"/>	TJ	<input type="checkbox"/>
Other EP	<input type="checkbox"/>				

SUBJECT: *Performance Outcome Payment Claims Process Moving into Wisconsin Work Programs*

CROSS REFERENCE: [DFES Administrator's Memo 16-02](#)
[BWF Operations Memo 20-25](#)

EFFECTIVE DATE: June 26, 2021

PURPOSE

The purpose of this memo is to announce the move of Performance Outcome Payment (POP) Claims from CARES Mainframe into the Wisconsin Work Programs (WWP) application.

BACKGROUND

As outlined in [Administrator's Memo 16-02](#), the Department of Children and Families' (DCF) goal is to modernize legacy system applications. In keeping with this goal, the Bureau of Working Families (BWF) is moving POP Claims into WWP.

Phase 2 implementation of WWP is scheduled for the weekend of June 26, 2021.

WWP POP MODERNIZATION

Starting June 28, 2021, POP Claims can be accessed from the Case Management tab of the WWP Participant Summary page.



Although POP Claims will be moving into WWP and will have a modernized look and feel, the information entered and the claim requirements will be the same as outlined in [Operations Memo 20-25](#).

WWP ROLES

The following WWP roles will be able to access the Add POP Claims page:

- W-2 Case Management - FEP
- W-2 Case Management - FEP Supervisor
- W-2 Case Management Other
- W-2 QC Staff

To request access to WWP or to edit a role, complete the [WWP Application – User Setup Form \(DCF-F-5212-E\)](#). The completed form must be submitted to DCF Security (DCFSecurity@wisconsin.gov) by the agency's or contractor's security officer.

The *Job Access Loan, W-2 Auxiliary Payment and/or Performance Outcome Payment Claim Approval Designation* (Form DCF-F-2582-E) will no longer be used to identify agency claims approvers. When submitting the WWP Application – User Setup Form, agencies should select *W-2 Claims Approver* from the Additional W-2 Staff Role box, if that staff person will be approving the claims for the agency.

CLAIM STATUSES

To simplify Claim Statuses WWP will only use the following six status types:

- a. Submitted – Any claim that an Agency Worker has entered and is awaiting Agency Approver action.
- b. Approved – Any claim that an Agency Approver has reviewed and placed into an "Approved" status. This claim is then pending DCF adjudication
- c. Validated – Any claim that has been through DCF adjudication and is approved for payment.
- d. Returned – Any claim that has been through DCF adjudication and has been sent back to the agency for edits, corrections, or additional documentation/information.
- e. Denied – Any claim that has been through DCF adjudication and had been returned to the agency and approved for a second DCF adjudication but is still lacking critical

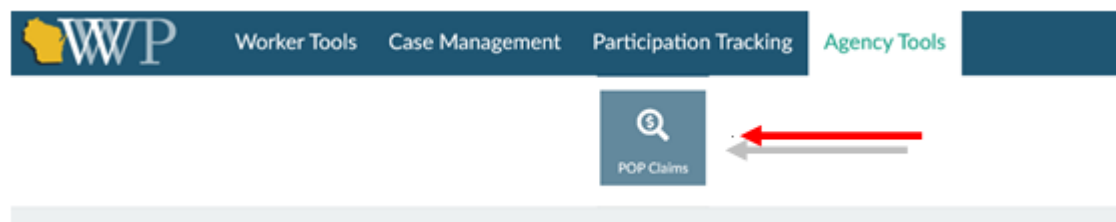
information to be validated. A claim that has been returned to the agency and has remained in “Returned” status for more than 10 days will be denied via batch process.

- f. Withdrawn – Any claim that the agency has voluntarily placed into “Withdrawn” status.

FUNCTIONALITY CHANGES

AGENCY APPROVAL PROCESS

When approving claims, the Agency Approver will access all submitted claims via the POP Claims button on the Agency Tools tab in WWP.



Worker Tools		Agency Tools		
POP Claims				
	Claim Type	Status	Status Date	Worker
PIN 1585560014	Job Retention	Submitted	05/06/2021	Lauren M. Frederick
PIN 4585558705	Job Retention	Submitted	05/20/2021	Brianna B. Chaffee
PIN 0585556806	Job Attainment with High Wage	Submitted	04/22/2021	radhika maknur
PIN 4585493336	Job Attainment with High Wage	Submitted	05/03/2021	Sarah Lemire
PIN 2585550826	Job Retention	Submitted	06/21/2021	Heidi L. Hammes
PIN 2585550826	Job Attainment	Approved	05/21/2021	Heidi R. Hammes
PIN 5585537369	Job Attainment	Submitted	05/19/2021	Manju Duseti
PIN 6585535146	Job Retention	Submitted	05/13/2021	Manju Duseti
PIN 6585535146	Job Attainment	Submitted	05/13/2021	Manju Duseti
PIN 2585550818	Job Retention	Submitted	07/24/2021	Heidi L. Hammes
PIN 4585493336	Vocational Training Completion Incentive	Submitted	05/03/2021	Sarah Lemire
PIN 4585558101	Vocational Training Completion Incentive	Returned	05/20/2021	Heidi D. Hammes

Agencies are reminded that prior to approving submitted claims, they must ensure supporting documentation is found in the Electronic Case File (ECF) in the POPD folder for that participant.

EDUCATIONAL ATTAINMENT AND VOCATIONAL TRAINING COMPLETION INCENTIVE CLAIMS

Educational Attainment and Vocational Training Completion Incentives will now require agency approval prior to DCF Adjudication. Once a qualifying activity is closed with the “V- Educational Attainment and Vocational Training Completion” code, a claim will appear in the POP Claims Page under the Agency Tools tab.

PIN 4585493336	Vocational Training Completion Incentive	Submitted	05/03/2021	Sarah Lemire
PIN 4585557000	Vocational Training Completion Incentive	Withdrawn	06/17/2021	Leanne M. E...

RETURNED CLAIM STATUS

Claims that are determined to be questionable through the DCF Adjudication process will now be sent back to agencies for action through WWP. Once placed into “Returned” status, the agency will have 10 business days to correct the claim and re-approve or withdraw the claim. If no action is taken by the agency, the claim will be withdrawn via a batch process in WWP.

WWP only allows claims to be returned to agencies one time. If a claim is determined to still be questionable, DCF Adjudicators will deny the claim. An Agency can start a new claim once all necessary documentation is obtained. However, no further action can be taken on the original claim.

PIN 4585558101	Vocational Training Completion Incentive	Returned	05/20/2021	Heidi D. Hammes
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AGENCY ACTION

W-2 agencies should reference the revised W-2 Contractor Payment Structure for Contract Year 2021 document for complete details of WWP modernization.

TRAINING

The Partner Training Team will update the Claim Processing for W-2 Contract Performance Outcome Payments in the Learning Center.

Agency staff involved in claims processing are strongly encouraged to complete this training prior to the WWP Phase 2 implementation date.

ATTACHMENTS

[W-2 Contractor Payment Structure for Contract Year 2021- Revised for WWP WWP Application – User Setup Form \(DCF-F-5212-E\)](#)

CONTACTS

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk
BWFworkprogramsHD@wisconsin.gov

For Performance Outcome Payment Questions: Linda Richardson at
Linda1.Richardson@wisconsin.gov

DCF/DFES/BWF/BC & LF