



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

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No: 22-01

DATE: 01/04/2022

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

**SUBJECT: *Enhancements to the Benefit Recovery Investigation Tracking System
(BRITS) Version R1.21.12.10***

CROSS REFERENCE:

DHS CARES Bulletin MM/DD/YYYY

BRITS Bulletin R1.21.12.10

BRITS User Manual R1.20.12.18

[W-2 Manual Section 10.3: W-2 Overpayments](#)

[W-2 Manual 13: Fraud](#)

[Joint Operations Memo 19-J6](#)

[Joint Operations Memo 18-J9](#)

[BWF Operations Memo 18-02](#)

[BWF Operations Memo 17-18](#)

[BWF Operations Memo 16-J7](#)

EFFECTIVE DATE: December 10, 2021

PURPOSE

The purpose of this memo is to provide an overview of the enhancements to the Benefit Recovery Investigation Tracking System (BRITS) Version R1.21.12.10 on December 10, 2021.

BACKGROUND

BRITS is the web-based system for the creation and tracking of public assistance overpayment and fraud investigation referrals for Wisconsin Works (W-2), Child Care, BadgerCare Plus, Medicaid, and FoodShare. It replaced the Fraud Investigation Tracking Screens (FITS), which were located in the Benefit Recovery (BV) subsystem of Client Assistance for Reemployment and Economic Support (CARES) Mainframe.

Version R1.21.12.1 includes improvements to workload performance, the addition of mass assignment/reassignment functions, workload action item indicators and priority indicators. The addition of priority indicators has been temporarily delayed with a tentative release date in early 2022.

POLICY

There is no policy change associated with this memo. For information about W-2 overpayment and fraud, refer to W-2 Manual Section 10.3 and Chapter 13.

BRITS VERSION R1.21.12.1 ENHANCEMENTS

There have been six major enhancements to BRITS which will be detailed below.

WORKLOAD MASS ASSIGNMENT

The workload Mass Assignment function has been added so now users will be able to assign multiple referrals at a time, rather than assigning referrals one at a time from the Referral Details page.

Going forward, the following user roles can access new Mass Assignment and Mass Reassignment pages accessible through a new Admin tab located on the navigation bar:

Role	Capability
Internal Gatekeeper (INT)	Mass assign/reassign referrals to Internal Investigators within the program and office for which they are authorized.
External Gatekeepers (EXT)	Mass assign/reassign referrals to External Investigators within the program and external agency for which they are authorized.
Helpdesk	Mass assign/reassign investigations and post investigations in any role – Internal Gatekeeper, External Gatekeeper, DHS-OIG Unit Gatekeeper, or DHS-OIG Queue Master.

When the user clicks the Admin tab, options will be visible to users in roles noted in the table above. On the tab, the user can view each option (Mass Assignment and Mass Reassignment). The Helpdesk user can select either option in any of the four roles.

Follow these steps to complete a mass assignment:

1. Click the Admin tab.
2. Click Mass Assignment. On the Mass Assignment page, there are two sections: Search Criteria and Search Results.
3. In the Search Criteria section, select whether to assign referrals for Investigation or Post Investigation.
 - a. Selecting Investigation will display referrals that are in Unassigned or Not Assigned statuses.
 - b. When Internal Gatekeepers select Post Investigation, Agency Error Claim referrals with a Not Assigned status.
 - i. Selecting Post Investigation will display referrals that are in Investigation Complete or Post Investigation In Progress. These are standard referrals that have not been invalidated or Post Investigation has not been completed for one or more program area.
4. Once the user selects an assignment type, the Search Criteria section will display additional fields based on that user's role.

Note: Changing the Mass Assignment Type will clear all selections in the Search Criteria section.

5. Once the user clicks Search, a list of referral search results will display as a grid in the Search Results section.
 - If there are no results, the following message is displayed: "No result found."
 - If the user changes selections in the Select Criteria section, the following message is displayed: "Search criteria has changed and results will be cleared. Do you want to continue?" If the user clicks **OK** the following will happen systematically:
 - The selections will be populated, but all other Search Criteria fields will be cleared.
 - The Search Results grid will be cleared and the Assign button hidden.
 - The user can either recomplete the required fields in Select Criteria section and click **Search**; or the user can click **Cancel** which will return the Mass Assignment page to it prior Search Criteria and Search Results.

6. From the list of referral search results in the Search Results section, the user can select referral records one of two ways:
 - a. The user selects an option from the Select Records drop-down menu that will auto-check the appropriate checkboxes on the Assignment grid. The user can select Deselect All to undo this action.
 - b. The user can select or deselect the checkbox for an individual referral record.
7. From the list of checked referral records, the Internal Gatekeeper, External Gatekeeper or DHS OIG Unit Gatekeeper can assign an Investigator authorized for the program area or office, or program and DHS-OIG unit.
 - If user is both a Gatekeeper and an Investigator, they can self-assign referrals.
 - If there are no authorized Investigators, the following message will display: "No authorized investigators found for assignment/reassignment."

From list of checked referral records, the DHS OIG Queue Master can select a single DHS OIG Unit to assign referral records to.

8. Once the user clicks **Assign**, a popup modal is displayed to confirm the user's assignment(s). Once the user clicks **Yes**, the following actions take place:
 - An informational message is displayed to indicate the assignment was successfully completed.
 - The referrals are displayed in the Assign To or Assign To OIG Unit fields.
 - The following information is updated for each assigned referral:
 - Investigation Type (Gatekeeper type i.e., Internal)
 - Int. Assign Filter (Program)
 - Investigator
 - The assigned referrals are displayed on the Investigator or DHS OIG Unit Gatekeeper Workload page.
 - Those assigned referrals are removed from the Search Results grid.

Mass Assignment (Internal)

Search Criteria

Mass Assignment Type

Investigation

Office

5013 - DANE CO HSD

Program

W-2

Select Records

Assign To

KaenZandate TEST-INTINV

Search

Assign

Search Results

Investigation Assignment (7 Referrals)

	Referral #	Primary Person	Referral Type	Cr Date	Program	Office	AssignedTo
<input checked="" type="checkbox"/>	4110015324	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input type="checkbox"/>	0110015326	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input checked="" type="checkbox"/>	0110015328	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input type="checkbox"/>	0110015330	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input type="checkbox"/>	4110015334	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input type="checkbox"/>	6110015336	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	
<input type="checkbox"/>	8110015338	JAMES PP1	Claim Investigation	11/04/2021	WW	5013	

Notification

3 Referral(s) will be assigned to KaeriZandate TEST-INTINV. Do you want to assign?

☒ Yes
 ☐ No

Mass Assignment (Internal)

3 referral(s) has/have been successfully assigned/reassigned.

WORKLOAD MASS REASSIGNMENT

Mass reassignment has been added to allow users with Gatekeeper access the ability to reassign multiple referrals at a time. Mass reassignment can be accessed from the Admin tab. The mass reassignment page will list referrals assigned to an Investigator. Referrals must be associated to the same program area(s) or office(s) the Gatekeeper or Queue Master has authorized. The instructions for reassigning a referral are generally the same as those for assigning a referral.

ACTION ITEM INDICATOR

Action item indicators have been added to BRITS to allow users a method to identify and communicate required activities on specific referrals.

Going forward, certain users can view action item indicators according to their user profile:

Profile	Capability
User Can Create and Update Referrals	Can add, edit, delete, and view action items on referrals. They can manage action items for referrals on the program and office for which they are authorized.
User Can View Referrals	Can view action items on referrals (but the Add, Edit, and Delete functions will be disabled).
User Can View Workloads	Can view all action items for the program/office for which they are authorized.
DHS-OIG /W-2 Fraud	Can view all program action items.

Once a referral is created, an action item concerning that referral can be added, edited, deleted, and viewed from the Referral Detail and Workload pages. Here are general rules governing action items:

- Up to four action items can be created per program on each referral.

- An action item will be automatically removed once any outstanding post-investigation activity is completed.
- The creation or editing of an action is recorded in the database and can be subject to a report.
- An action item is not reset if a referral is closed, then re-opened.
- An action item cannot be created if the program on the referral has the status "Post Investigation Complete"
- An action item cannot be created if the program on the referral has been invalidated.

REFERRAL DETAIL PAGE

The page now features an action item grid. All users can view action items for all valid programs associated with the referral.

Referral Detail #2110001852

Action Items

Add Action Item

Action Item	Action Details	Program	Updated By	Updated On	Due Date		
EMPT-Employment	Pending verification from company.	CC	Kaerizandate TEST-INTGK	11/01/2021	11/15/2021		
INFL-Individual Non-Financial	Pending info from individual.	CC	Kaerizandate TEST-INTGK	11/01/2021	11/11/2021		
IDMG-Individual Demographics	This action item needs to be completed.	CC	Kaerizandate TEST-INTGK	11/01/2021	11/10/2021		
INTR-Interview	Confirm date.	CC	Kaerizandate TEST-INTGK	11/01/2021	11/05/2021		

ACTION ITEM POPUP

Users can click **+ Add Action Item** for a popup modal to display for creating action items. A list of the current action item types can be found in the APPENDIX.

Note: Up to 16 action items can be added per referral if user is authorized for all the programs (CC, W-2, MA and FS). However, if the user is only authorized for one program, the limit is four.

The User, Date, and Referral fields are systematically completed. The user must complete the fields marked with an asterisk (including entering a statement in the Action Details text box) and click **Save** to create the action item. Subsequently, users can edit or delete the action item as appropriate.

Action Item

Created By

K

Created Date

11/01/2021

Referral Number

2110001852

Program

Due Date

Action Item

Action Details

Save

Cancel

WORKLOAD PAGE

The fields on the page now feature a column for action items. However, the action item column only displays when the page is in its default view. To see the action item column, users who set a custom Workload view must either remove their custom Workload view or switch to the default view.

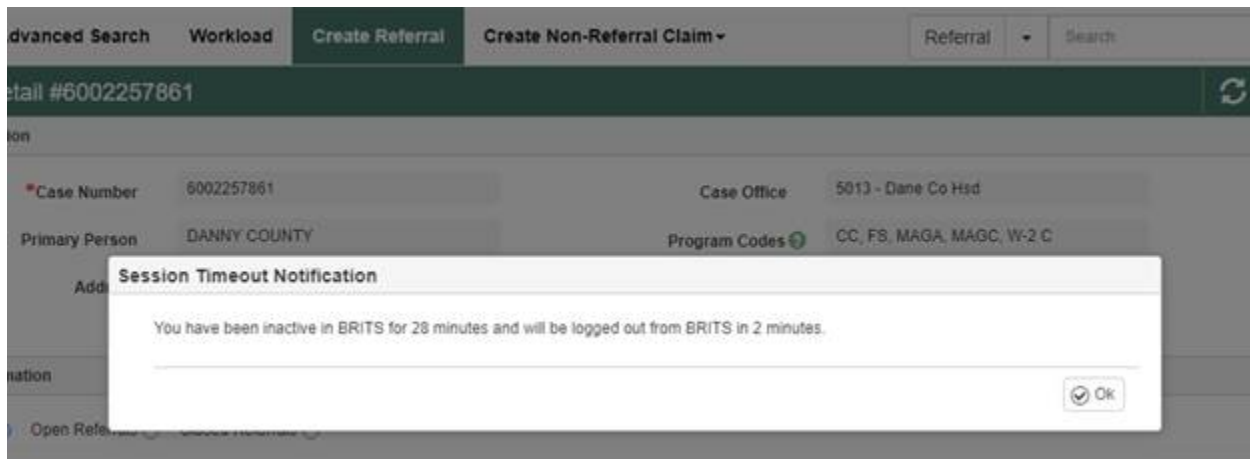
A user will see action item indicators for the programs for which they are authorized.

- W-2 Fraud users will see action item indicators for all programs.
- Action items can be sorted and filtered based on programs for which user is authorized. Possible filters for the programs (FS, MA, W-2, and CC).

Default Workload								
ASSIGNMENTS								
Investigator Assignment (3 of 3)								
Referral #	Primary Person	Type	Program(s)	Cr. Date...	Cr. Office	CS	Action Items	
2110001852	Danny County	Claim Investigation	CC, FS, MA, W-2	08/16/2021	5013	O	CC :IDMG INFL EMPT	+
5110001855	Angel-Msk Carter-Msk	Claim Investigation	CC, FS, MA, W-2	10/11/2021	5013	O	CC :	+
							FS :	+
							FS :	+
2110001862	Tommie-Msk Hill-Msk	Claim Investigation	FS, MA, W-2	10/27/2021	5013	O	MA :	+
							W-2 :	+

TWO MINUTE WARNING

After 28 minutes of inactivity, the following message will systematically display.



After two minutes, the message will close, and the user will be systematically (and visibly) logged out and brought to the log in screen.

This is an enhancement to the previous version where the Session Timeout Notification would remain after 30 minutes and the user would have needed to click **OK** to complete logout.

PRIORITY INDICATOR

The addition of priority indicators has been temporarily delayed with a tentative release date in early 2022.

Like action item indicators, priority indicators will help in the management of workloads by helping users identify referrals by importance for their programs and offices. This will promote the completion of work activities according to those priorities.

Going forward, certain users can view priority indicators according to their user profile:

Profile	Capability
User Can Create and Update Referrals	Can set, manage, and view the priority indicator for referrals on the program and office for which they are authorized.
User Can View Referrals	Can view the priority for referrals.
User Can View Workloads	Can view the priority on referrals for the program and office for which they are authorized.
W-2 Fraud	Can view all program priority indicators.

Once a referral is created, its priority can be set and managed from the Referral Detail and Workload pages. Here are general rules governing setting priority:

- A priority indicator is a color-coded icon (red, yellow, and green) that can be set on each valid program associated with the referral by users who are authorized for the program and office.

- The priority indicator will be automatically removed once any outstanding post-investigation activity is completed, or the program is invalidated.
- Setting a priority indicator is recorded in the database and can be subject to a report.
- The priority indicator is not reset if a referral is closed, then re-opened.
- A priority indicator cannot be set if the program on the referral has the status “Post Investigation Complete.”
- A priority indicator cannot be set if the program on the referral has been invalidated.

REFERRAL DETAIL PAGE

The page now features a subsection for setting, managing, and viewing priority indicators for each valid program on the referral.

1. Open a referral.
2. Select a priority for one or more Programs (subsequently, users can edit or remove the priority).
3. Save the referral.

The screenshot displays the 'Referral Detail Page' interface. On the left, under 'Case Information', fields include Case Number (560), Primary Person, Case Office (5013-DANE CO HSD), County of Residence (40 - MILWAUKEE COUNTY), and Case Worker. In the center, the 'Program Gatekeeper Office' section shows two programs: CC (5013 - DANE CO) and FS (5013 - DANE CO), each with an 'Invalid For' checkbox. On the right, a 'Priority' section is highlighted with a purple box, showing a date '02/17/2021' and a dropdown menu with colored indicators (green, red, yellow).

WORKLOAD PAGE

Priority indicators will display at the end of the program codes listed under the Programs column in the Referral grid.

Assignment (25 of 25)									
Ref #	Case #	Primary Person	Type	Program(s)	ICD	Action Item			
4000000054	601		Agency	MA * CC, W-2		FS - IDMG & BFTS			+
8000000058	109		Agency	FS *		MA - IMMI		Benefits/School	+

WORKLOAD PERFORMANCE

Additional workload performance enhancements have been temporarily delayed with a tentative release date in early 2022.

Enhancements will be made to the workload page to avoid slowness and loading issues when there is an excess of referrals. When users access the Workload grid, there will be a systematic

check for the number of expected results that will display. If the check finds the load time would take ten seconds or longer, the “Refine Results” section will display.

The user can complete any of the criteria fields to lower the number of referrals that will load in the Workload grid. The panel will indicate the search criteria entered in the “Refine Results” section, and the number of results. The user can do the following:

- Filter and sort the referrals;
- Return to the “Refine Results” section to change the entered criteria; and
- Click the Referral # or Case # to navigate to that item.

AGENCY ACTION

W-2 agencies must familiarize staff with the BRITS R1.21.12.10 functionality changes as described in this memo and update any relevant local agency procedures.

CONTACTS

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

For W-2, CARES and BRITS Functionality Questions: BWF Work Programs Help Desk
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DCF/DFES/BWF/GW