

W-2 Policy Attachment

1.4.2 Applying For W-2

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An applicant may request a W-2 application by contacting their local W-2 agency or by submitting a W-2 application in ACCESS.

The W-2 application process begins on the date the applicant gives the agency the signed Application Registration form* generated from the CWW **Print Application Registration** page, or when the applicant submits an online application in ACCESS. Once the Receptionist begins the application process for applications that are not submitted in ACCESS, then the agency must schedule an appointment for the applicant with the RS the same day or the following working day using Client Scheduling in CWW. See section [1.2.2](#) for more detail on the role of the RS.

Applicants who submit an ACCESS application do not need to meet with an RS and may schedule the appointment with a FEP in ACCESS. Agencies must maintain their client scheduling availability in CWW for at least 10 working days into the future. Before submitting a W-2 application in ACCESS, applicants will be given the option of selecting from available appointment times to meet with a FEP over the next 5 working days. The FEP must meet with the applicant during their scheduled appointment time. If an applicant does not schedule an appointment in ACCESS, it is the applicant's responsibility to contact their local W-2 agency to schedule an appointment. Agencies may contact an applicant to schedule interview appointments if the applicant does not schedule an appointment in ACCESS or does not attend their appointment scheduled in ACCESS.

Applicants applying in ACCESS are responsible for scheduling an interview appointment with a FEP in ACCESS or by contacting their local W-2 agency. If an applicant does not schedule an appointment in ACCESS or does not attend their appointment scheduled in ACCESS, the W-2 agency may contact the applicant to schedule an appointment. If an applicant does not schedule an appointment in ACCESS or contact their local W-2 agency, the W-2 agency may deny the application after 30 days.

The W-2 agency must create an RFA in CWW for all application types, including applications through ACCESS. For ACCESS applications, the application date is the date the ACCESS application was submitted.

The applicant may choose to take the Application Registration form home to review, but it is important for the Receptionist to explain that the application process cannot begin and the application date cannot be set until the agency receives the signed form.

Agencies must only use the paper form [Wisconsin Works \(W-2\) and Related Programs Registration \(14880\)](#) when:

1. CWW is unavailable and the applicant cannot wait for availability to resume; or
2. There is not sufficient time to generate the CWW Application Registration form before the W-2 agency closes to the public.

The W-2 agency must scan into the ECF the signed copy of the CWW-generated Application Registration form, or the paper registration form used if CWW was unavailable.

***Note:** The Application Registration form is also referred to as the Request for Assistance (RFA).

1.4.2.1 How to Initiate a W-2 Request

The W-2 agency initiates a W-2 request to generate the CWW Application Registration form by entering the W-2 request via the CWW **Record New Group Level Program Request** on the **Case Summary** page.

For detailed instructions on how to process W-2 requests, please see the [Request for Assistance \(RFA\)/Case Processes for W-2 desk aid](#).

1.4.2.2 Applicant or Participant Signatures

Signatures for documents that are reviewed by external parties such as a release of information and Fact Finding documents must be obtained either with a written signature or an electronic signature. Unless specified otherwise, all other signatures for documents submitted to the W-2 agency can be obtained in one of four ways below. W-2 agencies must provide the option to sign all documents in whichever acceptable signature method the applicant or participant prefers.

1. **Written signature:** The applicant physically signs the document.
2. **Electronic signature:** The applicant electronically signs the document via an electronic signature software.
3. **Telephonic signature:** The applicant telephonically signs the document during a recorded call using Genesys.

Only documents with the language "or Telephonic Signature Interaction ID" in the signature box are able to be signed telephonically.

For telephonic signatures for anything other than an eligibility review, FEPs must read whatever document is being telephonically signed, e.g., W-2 application, W-2

Participation Agreement, Employability Plan, etc., in order to record the agreement being made between the FEP and the participant. Additionally, the FEP must read the language that is in the telephonic signature display in Genesys. The Telephonic Signature Interaction ID generated in Genesys must be documented on the signature line and case comments.

4. **ACCESS signature:** Where specified in policy, certain signatures can be obtained as part of the application process in ACCESS.

Regardless of signature type, the FEP must provide a signed copy of the document to the applicant or participant.

1.4.2.3 Interview and Meeting Options

All interviews and meetings with an applicant or participant can be conducted in one of three ways below. W-2 agencies must provide the option to meet in whichever acceptable meeting format the applicant or participant prefers.

1. **In-person:** The applicant or participant meets physically in-person with a W-2 agency worker.
2. **Video call:** The applicant or participant and a FEP use a video platform to meet where each person can see and hear one another.
3. **Telephonically:** The applicant or participant and a FEP use a telephone to meet.

W-2 agency workers must document in comments which meeting format was used.

Note: This meeting format flexibility does not apply to the Refugee Cash Assistance (RCA) Program

1.4.3 Completing the W-2 Application

No later than five working days after the applicant submits the signed Application Registration form or an online ACCESS application, the FEP must hold the intake interview with the applicant.

All applicants requesting W-2 services, including JALs*, must sign the Application Summary at the end of the interview. All adults in the W-2 Group must sign the Application Summary.

An application for W-2 is complete when both of the following have occurred:

- The FEP conducted the intake interview during which the FEP entered all eligibility information into CWW; and

- The FEP collected the applicant's or authorized representative's signature (see 1.4.2.2) on the CWW Application Summary that prints from the CWW Generate Summary page. W-2 applicants applying in ACCESS will sign the application summary in ACCESS.

An applicant must sign the Application Summary electronically, telephonically, or in person. If the applicant signs with a mark, two witnesses' signatures are required for signing in person. Witnesses are not required for electronic or telephonic signatures. The second adult in a W-2 Group does not need to sign in the presence of a W-2 agency representative. W-2 applicants applying in ACCESS will sign the application summary electronically.

If the applicant has an authorized representative, the representative must also sign the Application Summary electronically, telephonically, or in person during the applicant's appointment with a FEP.

In order to secure an applicant's signature on either the Application Registration form or the Application Summary, the FEP may conduct a home visit as a reasonable accommodation. (See 1.3.2) When a home visit is required, the FEP must document the date of the home visit in case comments.

If CWW is unavailable for the intake interview, the applicant must complete and sign the [Wisconsin Works \(W-2\) and Related Application \(2471\)](#). Signing this form is the equivalent of signing the Signature page of the Application Summary.

By signing the Application Summary, the applicant:

- Attests that all information provided in the application is correct and complete; and
- Attests to understanding and agreeing to some basic policies of the W-2 program, such as authorizing the W-2 agency to request and receive information from other sources and understanding the fraud rules.

If hardware issues make it impossible for the FEP to print the Application Summary, the FEP may choose the Mail Summary option on the CWW, Generate Summary page. Under this rare circumstance the FEP must have the applicant sign the [Back-up Applicant/Participant Signature \(11154\)](#) form while in the office for the intake interview. The FEP must attach this signed form to the signed Application Summary Signature page when the participant returns the mailed Signature page.

The agency must scan the signed copy of the Application Summary's Signature page into ECF. If the agency used the [Wisconsin Works \(W-2\) and Related Application \(2471\)](#) because CWW was unavailable, then the agency must scan the entire form into ECF.

*Job Access Loan applicants must also complete the [Job Access Loan Application \(2482\)](#).

1.5.1 W-2 Eligibility Reviews

1.5.1.1 Conducting W-2 Eligibility Reviews by Telephone

1.5.1.2 Telephonic Signature

1.5.1.2.3 Discussing Confidentiality Situations

The W-2 agency is required to meet (see 1.4.2.3) with participants to conduct a W-2 eligibility review at least every six (6) months.

When a CMF, CMF+, or CMU participant has a work schedule that makes it difficult to come into the office for a face-to-face eligibility review, the W-2 agency may conduct the eligibility review by telephone. (See 7.2.2 and 7.2.3.4)

1.5.1.1 Conducting W-2 Eligibility Reviews by Telephone

When conducting a W-2 eligibility review by phone or video call telephone, the FEP must review the CMF, CMF+, or CMU participant's eligibility information and advise the participant of the verification items and required forms that he or she must submit following the review.

After conducting the W-2 eligibility review by telephone, the FEP must:

1. Summarize the information collected during the interview;
2. Collect a telephonic signature from the participant;
3. Generate a current Case Summary; and
4. Mail Send the Case Summary and other required forms to the participant unless they he or she prefers to pick them up at the W-2 agency

1.5.1.2 Telephonic Signature

A signature over the phone has the same legal effect and can be enforced in the same way as a written signature. When a CMF, CMF+, or CMU participant completes a W-2 eligibility review by telephone, a telephonic signature is a valid form of signature on the Case Summary page.

1.5.1.2.3 Discussing Confidentiality Situations

The FEP should discuss a participant's confidentiality situation when necessary to assist the participant with safety concerns. At a minimum, the FEP must discuss the participant's confidentiality situation during every eligibility review to address any concerns the participant may have. Confidentiality situation refers to the situation that prompted the individual's case to be made confidential. (See 4.5.2)

2.10.6.5.1 CMD Placements

When a participant is denied a time limit extension or the participant declines a time limit extension for either the 24-month placement time limit or 48-month state lifetime limit, the *FEP* must offer the *CMD* placement. The *CMD* placement is a case management placement for individuals who have reached their time limit and are no longer eligible for a paid placement.

The goals of the *CMD* placement are to:

- Help connect the individual to employment;
- Connect the individual and family to services in the community; and
- Reassess on a monthly basis whether the individual should receive a time limit extension.

To be eligible for the *CMD* placement, the participant must meet W-2 financial and nonfinancial eligibility criteria, with the exception of exceeding the 24-month placement time limit or 48-month state lifetime limit.

Services provided to a *CMD* participant will depend largely upon the reason for the time limit extension denial or the reason the participant declined a time limit extension and the placement the individual was in at the time of the denial or the time the participant declined a time limit extension. Participants who were denied a time limit extension due to nonparticipation would likely be reassessed to determine activity assignments that best match the participant's needs and encourage increased participation, which may be similar to what was assigned while in the W-2 employment position placement.

FEPs must meet with *CMD* participants weekly. Every 30 days, the FEP must review the *CMD* placement in a meeting with the participant. (See 1.4.2.3) The placement review must be held in a face-to-face meeting with the participant, either at the W-2 agency or some other agreed upon location. At this meeting, the FEP must reassess the case. If the individual has consistently participated, the FEP must reassess whether barriers to employment exist. The FEP must also reconsider whether the individual is appropriate for a time limit extension.

The FEP must thoroughly document in PIN comments the details of the weekly meetings and the reassessment process as well as the reason(s) the participant is going to remain in the *CMD* placement, if that is the FEP's decision.

5.2.1 Informal Assessment

Informal assessment is an ongoing case management practice, which starts during the *W-2* application period and continues until the individual no longer receives W-2 services. A comprehensive informal assessment via the *WWP* Informal Assessment Driver Flow must be completed and submitted prior to initial W-2 placement and at each placement change.

The purpose of the informal assessment process under W-2 is to gather information about an individual and his or her family to determine the:

- Individual's ability to become employed and remain employed;
- Services and activities necessary for the individual to become employed and remain employed;
- Appropriate placement of a participant;
- Need for further career assessment and planning;
- Need for vocational evaluation/assessment;
- Existence of potential disabilities or other specific limitations; and
- Need for a formal assessment of any disabilities or other employment barriers by a qualified assessing agency or individual.

Multiple approaches to informal assessment are generally used based on individual needs. Additional approaches to conducting informal assessment may include:

- Paper and pencil tools designed by the W-2 agency;
- Automated screening and assessment tools available within the W-2 agency;
- Information gathered through ~~face-to-face~~ case management meetings;
- Worksite performance evaluations;
- Goal setting exercises/tools (e.g., where do you want to be in six months? Two years?, etc.); and
- Experience with following through on job search and other assigned activities.

6.1 Employability Plan Overview

An Employability Plan (EP) is a written agreement developed jointly by the *FEP* and the applicant or participant. The *RS* may write the initial EP during the *W-2* application period if the applicant is assigned up-front job search.

The EP is a single written document outlining how an applicant or participant will achieve a specific employment goal or, if appropriate, a goal to obtain *SSI* and/or *SSDI* benefits. The EP details what the individual will do through ~~their his or her~~ participation in the program to achieve that goal and how the W-2 agency will assist.

No change to the remainder of 6.1

6.2.1 Developing the Employability Plan

The *EP* is developed through a collaborative process between the *FEP* and the applicant or participant taking into consideration the individual's personal strengths and barriers identified through assessment. It details what the individual will do to reach his or her employment goal (or goal to obtain *SSI/SSDI*) and what the *W-2* program will do to assist in that effort. When the applicant or participant has a role in developing the EP, he or she will be more committed to completing the plan and working towards the employment (or SSI/SSDI) outcome.

When appropriate, the applicant's or participant's family members may also provide input. In a two-parent household, a meeting with each parent must be conducted to assess total family strengths and determine which parent is more appropriate for W-2 placement. (See [Chapter 14](#))

Before placing a W-2 participant into an employment position or case management placement (see [6.1](#)), an EP must be developed during a **face-to-face meeting between the FEP and the participant**, except in the following circumstances: (See [1.4.2.3](#))

When the meeting occurs via phone or video call, the FEP must send a signed copy of the final EP to the participant.

- ~~1. When there are extreme circumstances that prevent a participant from coming to the agency such as when a participant is hospitalized or homebound due to illness. When one of these circumstances prevent a participant from coming to the agency, the worker must either conduct a home visit or communicate with the participant by phone to ensure that the participant has the opportunity to provide input into the development of the EP and understands what is expected of him or her.~~
2. If an individual who is transitioning from a paid placement to a *CMF* or *CMF+* placement has a work schedule that makes it difficult to come into the office for a face-to-face EP appointment, the agency may conduct the EP appointment by phone.

If the agency has attempted but is unable to connect with **the a participant transitioning from a paid placement to a CMF or CMF+** by phone, the agency may change the placement to CMF or CMF+ prior to the EP appointment. (See [7.2.3.5.3](#))

When this occurs, the agency must **mail send** an updated EP to ensure that the individual has in his or her possession an EP that aligns with the changes in activities. The EP end date must be 30 days after the date the CMF or CMF+ placement started on the new EP. This will give the participant the option to complete an EP appointment **(either face-to-face or by phone if unable to come in person due to work schedule)** within 30 days or allow W-2 to close for noncooperation with program requirements.

The EP must be developed for a duration of no more than 6 months. The EP may be updated during that timeframe to reflect any changes in assignment of activities, **without a face-to-face meeting. H-h** however, under no circumstances, **except as described above in item #2,** can the FEP change the activities in the EP without first discussing the change(s) with the participant.

Each time an EP is developed or changed, it must be filled out in [WWP](#), and the applicant or participant must be given the opportunity to sign the EP, and provided a copy of the completed EP. If the applicant or participant refuses to sign the EP, the agreement is still considered binding because the individual made a commitment to participate in assigned activities when signing the W-2 Participation Agreement.

6.2.2 Employability Plan Review

An [EP](#) review must occur at a minimum once every six months and be scheduled to occur before the date the EP ends. EP reviews may occur more frequently as needed, particularly if the participant is nearing a time limit.

The purpose of an EP review is to discuss with the participant ~~their his or her~~ goals and currently assigned activities and determine if adjustments are needed to help move the individual towards ~~their his or her~~ employment goal.

The EP review must be completed during ~~face-to-face~~ a meeting ~~(see 1.4.2.3)~~ ~~between the FEP and the participant so the~~ ~~except in the following circumstances:~~

- ~~1. When there are extreme circumstances that prevent a participant from coming to the agency such as when a participant is hospitalized or homebound due to illness.~~
- ~~2. When a [TEMP](#), [CMF](#), [CMF+](#), or [CMU](#) participant has a work schedule that makes it difficult to come into the office for a face-to-face EP appointment.~~

~~When one of these circumstances prevent a participant from coming to the agency, the worker must either conduct a home visit or communicate with the participant by phone to ensure that the participant has the opportunity to provide input into the development of the EP and understands what is expected of ~~them him or her~~.~~

When an EP review is conducted by phone ~~or video call~~, the EP must be ~~sent mailed~~ to the participant ~~for signature and returned to the agency~~. The worker must document in PIN comments how the EP was distributed and the date it was distributed.

If an EP review does not occur before the date the EP is set to expire because the participant fails to keep an EP review appointment without good cause, the W-2 agency may close the case for noncooperation with program requirements. (See [11.4](#))

7.2.2 Case Management Underemployed (CMU)

The [CMU](#) placement is for applicants entering the [W-2](#) program who are working full-time or who are working part-time and who do not have any barriers to full-time employment. The goal

of CMU is to give participants the assistance they need to stay employed and advance in their careers. FEPs may place applicants with farming and self-employment income in a CMU.

Participants may stay in CMU as long as they are working, do not have barriers to full-time employment, and meet financial and nonfinancial eligibility requirements. FEPs must not place marginally employed applicants in a CMU. Depending on the individual's specific circumstances, the agency may place a marginally employed applicant in a W-2 T, CSJ, or pro-rated CSJ placement.

~~The initial assessment, including determining CMU placement eligibility and employability planning, must be conducted in person. However, after an individual is placed in a CMU placement, and that individual has a work schedule that makes it difficult to come into the office for a face-to-face EP appointment, the agency may conduct the ongoing EP and eligibility review appointments by phone. Ongoing case management services may be conducted by phone for participants in CMU, CMF, and CMF+ placements only. (See 6.2.2)~~

CMU is not for ongoing W-2 participants who find employment. The appropriate placements for these individuals are CMF or CMF+. (See 7.2.3)

7.2.3.5.3 Documentation, Verification, and Eligibility Reviews

For initial verification, the FEP must follow procedures in Section 7.2.3.1 for documenting and verifying employment.

The FEP must not change the participant's placement to CMF+ until the FEP verifies hours of unsubsidized employment. The FEP may change the placement to CMF until verification is received. When verification is received, the FEP must update employment information and reassess the participant for CMF+. The participant must meet minimum work requirements to be placed in CMF+. (See 7.2.3.5.2)

Ongoing, the FEP must meet (see 1.4.2.3) with CMF+ participants to conduct a W-2 eligibility review at least every six (6) months and collect at least two (2) consecutive weeks of pay stubs.

~~When a participant in the CMF+ placement has a work schedule that makes it difficult to come into the office for face-to-face eligibility reviews and EP appointments, the agency may conduct the appointments by phone. (See 1.5.1)~~

7.2.3.4 CMF and CMF+ Eligibility Requirements

W-2 participants that have obtained unsubsidized employment may transition from a paid placement to a CMF or CMF+ placement and are eligible for case management follow-up

services only if they continue to meet all nonfinancial eligibility requirements. When determining CMF and CMF+ eligibility, the FEP must exclude income and assets.

If an individual who is transitioning from a paid placement to a CMF or CMF+ placement has a work schedule that makes it difficult to come into the office for face-to-face eligibility reviews and EP appointments, the agency may conduct the appointments by phone. (See 6.2.1 and 6.2.2)

No change to the remainder of 7.2.3.4

7.2.4.5 Case Management Services in CMJ

Once the placement has been made, the W-2 agency and CMJ participant have equal share in the responsibility of finding employment. The FEP must maintain weekly face-to-face contact with CMJ participants. During these weekly contacts, the FEP must provide an array of structured employment services and supports including:

- Providing participants with job leads that match the individual's skills (based on career assessment results) with specific jobs open in the local labor market;
- Creating and updating the participant's employability plan (EP) with appropriate activities based on feedback obtained from the participant and from employers that either did not offer the participant an interview or did not offer the participant a job. In the EP, the FEP will include the CMJ participant's employment and personal goals;
- Offering career assessment services, providing guidance in career decision making skills and helping identify jobs that might match the participant's skills, interests and abilities;
- Monitoring participants' job search efforts in a face-to-face setting to find out what specific jobs the participant has applied for, what interviews the participant has had, the outcome of those interviews, and discussions about why the participant thinks they did not get the job. This requires the FEP to do more than solely collecting participant's job contact logs on a weekly basis;
- Discussing any nonparticipation with the participant and the reasons for the nonparticipation. Agencies must exercise due diligence in determining whether previously identified or unidentified barriers (such as personal and family challenges) are the underlying cause of the nonparticipation. The FEP must work quickly to re-engage in job search activities CMJ participants who are able to work or quickly reassess and place in a paid position CMJ participants who are found to have more severe barriers;
- Convening staffings with the CMJ participant and with agency staff who assist in developing job leads and employer contacts; and

- Discussing with the participant any barriers that may be preventing the participant from obtaining employment, including necessary supports, such as housing, transportation, and child care.

Participants with barriers that cannot be mitigated by W-2 services within a 30-day timeframe must be placed in a paid W-2 employment position while the barriers are being addressed. If these types of barriers are discovered after the FEP has placed the participant in a CMJ, the FEP must not wait for the 30-day review period to move a CMJ participant to a paid W-2 employment position. (See [7.2.4.2](#))

7.2.4.5.1 Supportive Services in CMJ

W-2 agencies must pay for supportive services that are needed for participation in the W-2 program, e.g., work uniforms, transportation, etc. Additionally, participants in a CMJ:

- Are eligible for Wisconsin Shares child care while in the placement;
- May apply for a Job Access Loan to meet immediate employment related needs when they receive a bona fide offer of employment (see [17.2.1](#)); and
- Must have a Supportive Service Plan that is developed during a ~~face-to-face~~ meeting between the case manager and the participant.

CMJ participants are not eligible for Emergency Payments.

7.4.4.1 SSI/SSDI Transition Plan

The case manager may begin to develop a written Transition Plan with the participant early in the [SSI](#) advocacy process using the automated SSI/[SSDI](#) Transition Plan.

The Transition Plan must be developed during a ~~face to face~~ meeting between the [FEP](#) and the participant. Once there is a formal decision handed down from the Social Security Administration regarding eligibility for SSI/SSDI the Transition Plan should be finalized with the participant. The final Transition Plan should be issued to the participant no sooner than 90 days prior to [W-2](#) eligibility ending and reviewed regularly with the participant up until W-2 eligibility ends. The case manager must document in PIN comments when the final plan was printed and given to the participant.

7.5.4 Case Management Denied (CMD)

The CMD placement is for individuals who have reached their time limit and are no longer eligible for a paid placement. When a participant is denied or declines an extension, the FEP must offer the CMD placement.

The goals of the CMD placement are to:

- Help match the individual to employment;
- Connect the individual and family to services in the community; and
- Reassess on a monthly basis whether the individual is eligible for an extension.

To be eligible for the CMD placement, the participant must meet W-2 financial and nonfinancial eligibility criteria, with the exception of exceeding the 24-month placement time limit or 48-month state lifetime limit.

EXAMPLE: Karl has been a CSJ participant for 18 months. The activities he was assigned to were Life Skills, Job Readiness/Motivation, Mental Health Counseling for his daughter Cassandra, Work Experience, and Employment Search. He started missing activities and after talking with his FEP, he was referred for a formal assessment with a mental health provider. Karl never followed through with that referral. With Karl's 24th month approaching, the FEP wanted to discuss with him his eligibility for an extension. His FEP attempted to reach him by phone and mail a number of times to discuss an extension, but Karl never responded. In Karl's 22nd month, he contacted his worker and told her that he was feeling depressed again. The FEP discussed with Karl the fact that he was going to reach his 24-month time limit and that he had not been participating. However, due to the potential depression, the FEP gave Karl a three month extension and scheduled another referral to a mental health provider in addition to work experience and employment search. Karl never followed through on the second referral and only participated sporadically in the assigned activities. The FEP denied eligibility for a subsequent time limit extension due to Karl's nonparticipation and placed Karl in a CMD to try and assist Karl in finding employment.

Services provided to a CMD participant will depend largely on the reason for the extension denial or the reason the participant declined an extension and the placement the individual was in at the time of the denial or the time the participant declined an extension. Participants who were denied an extension due to nonparticipation would likely be assigned to activities similar to what was assigned while in the subsidized employment position.

FEPs must meet with CMD participants weekly. Every 30 days, the FEP must review the CMD placement. The placement review must be held in a face-to-face meeting (see 1.4.2.3) with the participant, either at the W-2 agency or some other agreed upon location. At this meeting, the FEP must reassess the case. If the individual has consistently participated, the FEP must reassess whether barriers to employment exist. The FEP must also reconsider whether the individual is appropriate for an extension.

7.6.1 W-2 Supportive Service Plan

The W-2 agency must offer assistance in developing a Supportive Service Plan with:

1. Applicants who withdraw their W-2 applications prior to W-2 placement. In this circumstance, the Supportive Service Plan would generally be developed between the Resource Specialist and the applicant.
2. Participants who are approved or denied a time limit extension.
3. Participants who are placed in a case management placement, including: CMF, CMF±, CMU, CMD, CMJ, CMN, CMM, CMP, and TSP.

The Supportive Service Plan must be developed during a face-to-face meeting (see 1.4.2.3) between the case manager and the applicant or participant using either:

1. The automated W-2 Supportive Service Plan in WWP.; or
2. The paper version of the W-2 Supportive Service Plan (12956).

The automated plan cannot be accessed until after an applicant has been referred to WWP. When developing a Supportive Service Plan with an applicant who withdraws their his or her W-2 application prior to placement and no referral to WWP was made, the worker must use a paper version of the plan.

If a case has been established in CWW, the worker must document in PIN comments when the plan was printed and given to the individual. If the paper version of the Supportive Service Plan was used the worker must also scan the form into ECF.

An applicant or participant may refuse the offer to develop a Supportive Service Plan. If this occurs, the refusal should be documented in PIN comments.