

**W-2 Contractor Payment Structure**  
**2023 - 2024 Contracts**  
 (Requirements for 2024)

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Note: Definitions for some common terms in this document can be found in the Related Programs Contract 2023 - 2024 and glossary.

## **Section 1: Summary of 2024 Changes**

### **A. Changes to Performance Outcome Payments (POP)**

There are no changes from 2024 for Performance Outcome Payments

### **B. Changes to Performance Incentive Payments**

The Customer Satisfaction Survey will be sent to participants once per each funding allotment period. The dates for distribution and incentive payment have been published in the Claim and Payments calendar.

In 2023, W-2 Contractors who maintained a monthly Federal All Families WPR of 40% or higher for the geographical area was eligible for a performance incentive payment. DCF will be making the following adjustments for 2024 payments:

W-2 Contractors who maintain the following outcomes will be eligible for a performance incentive payment:

1. A monthly Federal All Families WPR of 25% or higher for the geographical area
2. A monthly Federal 2-Parent WPR of 60% or higher for the geographical area

DCF will continue to pay the WPR Performance incentive payment 8 months out of the year instead of 12 months. Incentivized months will include January – April and June – September. See the schedule identified in the Claims and Payment Calendar 2024. This change is to allow more time to spend the WPR Incentive.

### **C. Changes to Performance Incentive payments at end of contract**

To comply with the sixty (60) day contract closeout requirements, all claims must be submitted no later than January 31, 2025 for contract year 2024.

## **Section 2: Monthly Cost Reimbursement Payments**

W-2 Contractors will report all allowable expenses for services provided through the W-2 program. After receiving reporting of W-2 Contractor expenses through SPARC Expenditure Reports, DCF will pay the W-2 Contractor an amount up to 50% of the total Contractor's maximum budget. See Appendix E: Section G: SPARC Codes for more detailed information on cost reimbursable expenses.

The expenses, listed below, will continue to be cost reimbursed in 2024 as a separate allocation within the cost reimbursement allocation of the Maximum Budget. SPARC Line codes will continue to be available for reporting of these expenses.

- TEMP Subsidies: This allocation covers CP and NCP TEMP subsidy payments to eligible participants
- NCP TEMP Stipends: This allocation reimburses the W-2 Contractor for stipends provided to W-2 NCP participants in TEMP Orientations

The W-2 Contractor will also be reimbursed for allowable expenses of the following outside of the W-2 budget:

- Refugee Cash Assistance
- Refugee Administration
- Emergency Assistance Payments
- Contracted Child Care

W-2 Contractors will receive a total Job Access Loan (JAL) allocation. The JAL Payment is issued centrally, and payments will be deducted from the agency allocation through SPARC as W-2 Contractors approve the payments in CARES.

DCF will generate payments according to the [Claims and Payment Calendar 2024](#).

### **Section 3: W-2 Contractors' Claims Process for Performance Outcomes**

W-2 Contractors will earn payments based on the attainment of the following five performance outcomes:

- 1) Job Attainment;
- 2) Long-Term Participant Job Attainment;
- 3) High Wage;
- 4) Job Retention 3-month; and
- 5) Job Retention 6-month

#### **I. Performance Outcome Payments Overview**

The W-2 Contractor will be paid on a per outcome attainment basis for each performance outcome. The W-2 Contractor must approve claims through WWP by 9:00 p.m. CST on the last calendar day of each month in order to receive payment for the claims in the following month. The Department of Children and Families (DCF) will generate performance outcome payments to the W-2 Contractor based on the information in WWP. Payments will be generated according to the schedule of [Claims and Payment Calendar 2024](#).

Only claims verified and approved by the W-2 Contractor will be considered for payment. The W-2 Contractor must use document code POPD in the Electronic Case File (ECF) under the PIN for all POP documentation. DCF has established an adjudication process that will apply to all W-2 Contractor approved claims. DCF will generate a monthly report in WebI, WPASS Phase 2 – Claim Payment POP Report: W-2 Job-Related Performance Outcome Details by Contract Agency for the Month, which will identify all claims approved, denied, and paid in that month. The Agency Tools > POP Claims page in WWP will display in real time all submitted or returned claims for the agency's Claim Approvers only.

#### **II. Conditions Required for Job-Related Performance Outcome Payment**

There are five types of job-related performance outcomes:

- 1) Job Attainment;
- 2) Long-Term Participant Job Attainment;

- 3) High Wage,
- 4) Job Retention 3 month; and
- 5) Job Retention 6-month

The Primary Employment Begin Date (PEBD) is defined as the first date for which the employer paid the participant. This date must be accurately recorded on the employment page in WWP.

**Example:** A participant is hired on January 1, 2023; however, the first day the participant reports to work and starts being paid by their employer is not until January 15, 2023. The PEBD recorded on the employment page in WWP is January 15, 2023.

The PEBD should not change unless one of the following three scenarios occur:

- 1) A CMC participant returns to the same employment she left before being placed in CMC. In this scenario, the PEBD must be changed to the date the participant returns to employment directly from the CMC placement. The participant must return to the employment within 7 days of the CMC placement end date.

**Example:** The PEBD for a participant was October 15, 2021. The participant then has a baby and is placed in a CMC. She returns to work on January 1, 2023. The PEBD recorded on the employment page in WWP is January 1, 2023.

- 2) A participant is laid off, terminated, or quits employment and is subsequently rehired by the same employer. In this scenario, the PEBD must be changed to the new hire date. The W-2 Contractor must provide documentation from the employer to prove that this was the sequence of events that occurred.

**Example:** A participant began employment on March 15, 2023. On July 31, 2023, the participant is laid off by the employer. On December 15, 2023, the employer rehires the participant and provides the W-2 Contractor with a letter stating that the employee was laid off and rehired. The PEBD recorded on the employment page in WWP is December 15, 2023.

- 3) A participant is with a temporary employment agency and there is a 90-calendar day or greater gap between active assignments. In this scenario, if there is a 90-calendar day or greater gap, the PEBD must be changed to the date of the new assignment.

**Example:** A participant has been with a temporary employment agency since June 25, 2023. The participant receives an assignment that begins July 1, 2023 and will end on December 31, 2023. The PEBD recorded in the Work History app is July 1, 2023. After the assignment ends on December 31, 2023, the participant does not receive another assignment until August 1, 2024. The PEBD recorded on the employment page in WWP is August 1, 2024.

A W-2 Contractor can earn a POP for this employment provided all other requirements are met.

Claim Period Begin Date (CPBD) is defined as the W-2 Contractor's chosen begin date for initiating a POP claim for any rolling 31-day period within 180 days from the PEBD.

**Example:** A participant begins employment on February 7, 2023. The W-2 Contractor receives the paystubs from the participant for the first 3 months of employment. In the first 31 calendar days of employment, the participant did not meet the requirements of a claim; however, in the 31 calendar days following March 21, 2021, the claim requirements were met. The W-2 Contractor can enter a Claim Period Begin Date of March 21, 2023, by selecting “No” when asked to “use the PEBD as the CPBD” on the Add POP Claim screen in WWP when submitting the claim.

WWP will look at the PEBD from the Work History app for the selected employment when determining the PEBD for the performance outcome claim. It is possible to backdate the PEBD without affecting the claim as long as the performance outcome payment requirements are met as of the PEBD.

Before approving a job-related claim in WWP the W-2 Contractor must verify that all required conditions are met and properly recorded in WWP and verification is scanned into ECF using the document code POPD under the PIN. During the contract year, it is possible for a W-2 Contractor to successfully earn all five job-related performance outcome claims for a single individual.

In a two-parent household, job-related employment claims can potentially be made on each parent. Refer to A. through E. below for details on verification requirements for a two-parent household.

When multiple employments are combined to meet a job-related performance outcome, the W-2 Contractor must designate one of those employments as the primary employment in WWP. The PEBD is used by WWP in the process of validating that the performance outcome requirements have been met. This process is described in more detail in A. through E. below. The following is a description of conditions required for each type of job-related performance outcome.

**A. Job Attainment:**

W-2 Contractors will earn Job Attainment payments by placing individuals in verifiable employment. The Job Attainment POP is payable under the following conditions:

1. The W-2 Contractor has verified that the individual has secured unsubsidized employment that complies with all state and federal labor laws.
2. The W-2 Contractor has verified that a single employment, designated in WWP as the Primary Employment, has lasted at least 31 calendar days with no interruptions.
3. The W-2 Contractor has verified that within 180 days from the PEBD, either a. or b. below was met from one job or a combination of multiple jobs:
  - a. Total hours worked (including paid days off) equals or exceeds 110 hours over a 31-calendar day timeframe. This condition may be met within the first 31 calendar days from the PEBD or CPBD.

-or-

- b. The individual has earned at least \$870 in gross unsubsidized wages over a 31-calendar day timeframe. This condition may be met in the first 31 calendar days from the PEBD or CPBD.

Note: The wages and hours from multiple jobs can be used to meet the Job Attainment requirements as long as the primary employment designated in WWP has lasted at least 31 calendar days with no interruptions.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the hours or wages requirement for a Job Attainment claim.

The Claim Effective Date (CED) recorded in WWP must be a date in Calendar Year (CY) 2024.

4. The W-2 Contractor has verified that it has not received another Job Attainment payment for the eligible parent in the 12 months prior to the PEBD or the CPBD.

If a Job Attainment has been claimed in the previous 12 months, the system compares the PEBD or CPBD of the first Job Attainment to the PEBD or CPBD of the second Job Attainment. If the PEBD or CPBD is less than 12 months from the new employment, the system will not allow the second Job Attainment.

5. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
6. The W-2 Contractor has verified that as of one day prior to the PEBD the eligible parent who obtained the job has an open Employability Plan (EP) and is assigned to a W-2 activity.

7. The W-2 Contractor has verified that either a. or b. below was met:

- a. If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:

- Open in an Up-front activity; or
- Open in a W-2 placement.

-or-

- b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:

- Open in an Up-front activity; or
- Open in any W-2 placement.

8. All submitted verification is scanned in the participant's ECF using the document code POPD under the PIN prior to the claim being approved.

**B. Long-Term Participant Job Attainment**

W-2 Contractors will earn Long-Term Participant Job Attainment payments by long term participants of the W-2 program in verifiable employment. W-2 Contractors can earn the Long-Term Participant Job Attainment POP in addition to the Job Attainment outcome payment for the same individual as long as all requirements are met for both types of payments.

The Long-Term Job Attainment POP is payable under the following conditions:

1. The individual:
  - a. Has used at least 24 months of the 48-month state W-2 eligibility time limit as of the PEBD.

The W-2 Contractor must also verify the following:

1. The individual who obtained employment has met all the requirements for the Job Attainment performance outcome (refer to Section II.A above for Job Attainment requirements).
2. The W-2 Contractor has never received a Long-Term Participant Job Attainment performance outcome payment for the individual.

The CED recorded in WWP must be a date in CY 2024.

**C. High Wage**

W-2 Contractors will earn High Wage payments by placing individuals in a verifiable employment if the initial starting wage for that employment is equal to or exceeds the starting wage identified in following table and all other JA requirements are met.

<b>Milwaukee</b>	<b>Starting Wage</b>	<b>Balance of State</b>	<b>Starting Wage</b>
ROSS	\$16.40	FSC	\$16.70
Maximus	\$16.40	EQUUS	\$16.70
AWWI	\$16.40	WCI	\$16.85
UMOS	\$16.40	WRI	\$16.85

The starting wage was derived using the average of the top 15% of 2018 starting wage information entered by each W-2 Contractor on the Work History app in WWP. The High Wage claim must meet all the requirements of a Job Attainment Claim, along with an initial starting wage exceeding the established threshold. The initial starting wage must be verified in the same way as a Job Attainment Claim, and the wage must be entered as the starting or initial wage as part of a new employment entered in the WWP employment page. The initial wage can be either the wage at the Primary Employment Begin Date (PEBD) or the Claim Period Begin Date (CPBD). If the wage for these dates is different, the wage must be updated on the WWP employment page.

Like Job Attainments, a High Wage can only be claimed once in any 12-month period for any W-2 participant. A High Wage Claim cannot be the result of a wage increase in an existing job but must



be the initial starting wage in a new employment. A promotion from a current employer must be entered in WWP as a new employment in order to obtain the High Wage.

High Wage can still be claimed at the same time as a Job Attainment if the employment qualifies. It can also be claimed at a later date as a standalone claim if a JA was already validated within the previous 12-month period, if a new employment was obtained and qualifies as High Wage.

Example: A participant obtains employment making \$12.00. The W-2 Agency submits a Job Attainment claim once all requirements are met. Two months later, the participant gains new employment and is now making \$19.00. The W-2 Agency can submit a High Wage claim once all JA requirements are met for the new employment. They cannot earn a second JA within that 12-month period but are able to claim the HW portion for the new employment

The CED recorded in WWP must be a date in CY 2024.

#### **D. Job Retention 3-month**

W-2 Contractors will earn Job Retention 3-month payment by placing individuals in a verifiable job(s) for a specified duration. The Job Retention 3-month POP is payable under the following conditions:

- a. The W-2 Contractor has verified that the eligible parent has secured unsubsidized employment that complies with all state and federal labor laws.
- b. The W-2 Contractor has verified that employment(s) has lasted at least 93 calendar days with no more than a single interruption of no more than 14 calendar days between two employments. The 14 days is included as part of the 93 calendar days with the interruption followed by at least one calendar day of employment. Holidays and weekends are counted when determining the number of days between two employments.
- c. The W-2 Contractor has verified that either a. or b. below is met from one or a combination of multiple jobs:
  - a. Total hours worked equals or exceeds 330 hours over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days from the PEBD, or in the 93 calendar days from the CPBD.
  - or-
  - b. The individual has earned at least \$2,610 in gross unsubsidized wages over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days from the PEBD, or in the 93 calendar days from the CPBD.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the wages or hours requirement for a Job Retention claim.

If the Job Retention claim is based on a CPBD, not all 93 days need fall within 180 days from the PEBD; however, the first 31 days from the CPBD must fall within the 180 days from the PEBD.

**Example 1:** The PEBD is January 1, 2023. June 29, 2023 is the 180<sup>th</sup> day from the PEBD. The CPBD occurs June 25, 2023. The 31<sup>st</sup> day from the CPBD is July 25, 2023. Therefore, a Job Retention claim cannot be made because the 31<sup>st</sup> day does not fall within 180 days from the PEBD.

**Example 2:** The PEBD is January 1, 2023. June 29, 2023 is the 180<sup>th</sup> day from the PEBD. The CPBD occurs on May 25, 2023. The 31<sup>st</sup> day from the CPBD is June 24, 2023. Therefore, a Job Retention claim can be made because the 31<sup>st</sup> day falls within 180 days from the PEBD.

The 93 calendar days for a Job Retention claim can be calculated from either the PEBD or the CPBD, whichever meets the claim requirements and the W-2 Contractor chooses to use.

The CED recorded in WWP must be a date in CY 2024.

- d. The W-2 Contractor has verified that it has not received another Job Retention payment for the individual in the 12 months prior to the PEBD or the CPBD.
- e. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
- f. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job had an open EP and was assigned to a W-2 activity.
- g. The W-2 Contractor has verified that either a. or b. below was met:

If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:

- Open in an Up-front activity; or
- Open in a W-2 placement.

-or-

- b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:
  - Open in an Up-front activity; or
  - Open in any W-2 placement.

- h. All submitted verification is scanned in ECF using the document code POPD under the PIN prior to the claim being approved.

### **E. Job Retention 6-month**

W-2 Contractors will earn the Job Retention 6-month payment by placing an individual in a verifiable job(s) for a specified duration. The Job Retention 6-month POP is payable under the following conditions:

- a) The W-2 Contractor has verified that the eligible parent has secured unsubsidized employment that complies with all state and federal labor laws.
- b) The W-2 Contractor has verified that employment(s) has lasted at least 180 calendar days with no more than a single interruption of no more than 14 calendar days between employments if multiple jobs are used. The 14 days is included as part of the 180 calendar days with the interruption followed by at least one calendar day of employment. Holidays and weekends are counted when determining the number of days between two employments
- c) The W-2 Contractor has verified that either a. or b. below is met from one or a combination of multiple jobs:
  - a.
  - b. Total hours worked equals or exceeds 660 hours over a 180-calendar-day timeframe. This condition may be met in the first 180 calendar days from the PEBD, or in the 180 calendar days from the CPBD.
  - or-
  - c. The individual has earned at least \$5,220 in gross unsubsidized wages over a 180-calendar-day timeframe. This condition may be met in the first 180 calendar days from the PEBD, or in the 180 calendar days from the CPBD.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the wages or hours requirement for a Job Retention claim.

If the Job Retention 6-month claim is based on a CPBD, the first 31 days from the CPBD must fall within the 180 days from the PEBD.

The 180 calendar days for a Job Retention 6-month claim can be calculated from either the PEBD or the CPBD, whichever meets the claim requirements and the W-2 Contractor chooses to use.

- d) The W-2 Contractor has verified that it has not received another Job Retention 6-month payment for the individual in the 12 months prior to the PEBD or the CPBD.
- e) The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
- f) The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job had an open EP and was assigned to a W-2 activity.
- g) The W-2 Contractor has verified that either a. or b. below was met:

If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:

- Open in an Up-front activity; or
- Open in a W-2 placement.

-or-

b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:

- Open in an Up-front activity; or
- Open in any W-2 placement.

h) All submitted verification is scanned in ECF using the document code POPD under the PIN prior to the claim being approved.

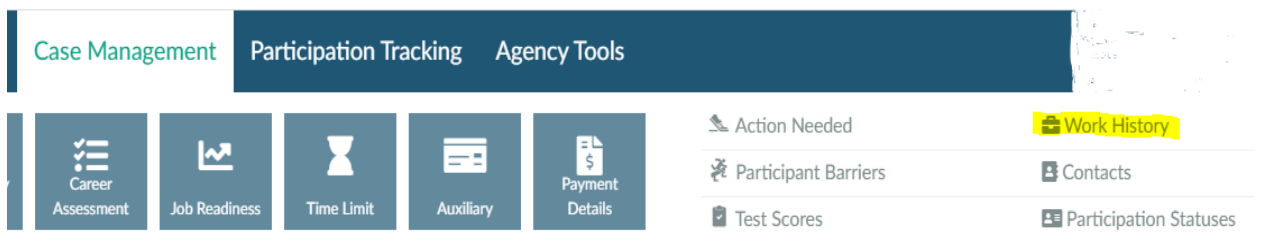
### III. **WWP Detail for Submitting and Approving a Job-Related Performance Outcome Claim**

This section highlights the information that must be completed in WWP prior to initiating any job-related performance outcome claim, including:

- Job Attainment;
- High Wage
- Long-Term Participant Job Attainment;
- Job Retention 3-month; and
- Job Retention 6-month

#### A. **Work History App**

The W-2 Contractor will complete the employment history information by selecting the participant, clicking on case management and then on the Work History App. Once the Work History is complete, it is available for immediate use in a new EP, if applicable. All employment for which a claim is submitted must first be listed here. All employments that are eligible to be used toward a claim will pull from here.



Work History 15855

Search  Sort by Date  Print Work History

---

CNA Milwaukee, WI 01/06/2021 Present

CARES Inc. In-Program 20 hr/week 4 months

Unsubsidized  \$10.00/Hour

[+ Add Work History](#)

NOTE: W-2 Contractors must also continue to record employment information that does not meet the requirements for a job-related performance outcome payment in WWP, such as the job end date. Employment records can be edited, however once an employment is associated with a claim in any status it cannot be deleted. Additionally, once an employment record is associated with a POP claim in any status other than withdrawn, the begin date and job type cannot be edited. Once a POP claim is in validated status, wage and hours history associated with the claim cannot be deleted.

### Current or Most Recent Wage/Hours

Effective Date:  Pay Types (Select all that apply.):  Details ↓

Avg Weekly Hours:  Pay Rate: \$  per  Hourly Subsidy: \$

### Wage/Hours History

[+ Add Change](#)

<b>EFFECTIVE DATE</b>	<b>PAY TYPES (SELECT ALL THAT APPLY.)</b>		
01/06/2021	Hourly Wage		
<b>PAY TYPE DETAILS</b>			
10.00			
<b>AVG WEEKLY HOURS</b>	<b>PAY RATE AMOUNT</b>	<b>PAY RATE INTERVAL</b>	<b>HOURLY SUBSIDY</b>
20	10.00	Hour	

Once a job is entered, WWP automatically start to track it for a potential claim. The assigned FEP will receive a notification in their worker tasks when WWP identifies a potential claim.

**B. W-2 Job-Related Performance Outcome Claim**

When the participant's employment meets the requirements for a claim, the agency can follow the steps below to submit:

1. Access the PIN level POP Claims page by selecting POP Claims button from the Case Management Tab.
2. POP Claims list will display and list any POP Claims processed for this individual.
3. To submit a new POP Claim, click the + Add POP Claim button on the top right of the page.
4. Agency worker will be taken to the Add POP Claim page and will be prompted to answer the following information:
  - a. Claim Type
  - b. Primary Employment
  - c. Hours and Earnings
  - d. Primary Employment Begin Date or Claim Period Begin Date
  - e. The Details box is a mandatory field and should include specifics about the claim and documents that the agency used to validate the claim, which can be found in ECF under POPD.
5. Agency worker will click Submit once information is filled out completely.
  - a. WWP will provide error messages if the claim does not meet claim requirements.

✕

## Add POP Claim ?

---

PIN

Participant Name

Claim Type

Primary Employment

---

	Job Type	Job Begin Date	
<input checked="" type="checkbox"/>	Unsubsidized Position: Staff	01/11/2021	Job End Date: <input type="text"/>
	Company/Organization Name: Workin' Hard Staffing	Avg Weekly Hours: 30	
	Hours: <input type="text"/>	Earnings: \$ <input type="text"/>	
<input type="checkbox"/>	Unsubsidized Position: Clerical	01/13/2021	
	Company/Organization Name: Office Plus	Avg Weekly Hours: 30	

Use the Primary Employment Begin Date as the Claim Period Begin Date?

Claim Period Begin Date

Claim Effective Date

Details   
380 characters remaining

6. When a claim has been submitted it will show up on the Agency Tools > POP Claim List. The Claim Approver can either approve the claim for DCF Adjudication or withdraw the claim.
  - a. Agency has 60 days to act on a submitted claim before it is withdrawn via batch process.
  - b. Agency has 90 days from the CED to act on a submitted claim before it is withdrawn via batch process.
  - c. Prior to approving agency should assure documents are scanned into POPD under the PIN.

POP Claims ?

	Claim Type	Status	Status Date	Worker
PIN 1585560014	Job Retention	Submitted	05/06/2021	Lauren M. Frederick
PIN 2585558061	Long-Term Participant Job Attainment	Submitted	03/31/2021	Lauren M. Frederick
PIN 0585556806	Job Attainment with High Wage	Submitted	04/22/2021	radhika maknur
PIN 6585538790	Job Attainment	Submitted	04/25/2021	radhika maknur
PIN 4585493336	Job Attainment with High Wage	Submitted	05/03/2021	Sarah Lemire
PIN 6585535146	Job Retention	Submitted	05/13/2021	Manju Dusetti
PIN 6585535146	Job Attainment	Submitted	05/13/2021	Manju Dusetti

**IV. Details for Submitting and Approving Educational Attainment and Vocational Training Completion Incentive Claims**

1. An agency may earn an Educational Attainment incentive payment one time per participant over the individual’s lifetime. Vocational Training Completion may be earned one time per participant per rolling 12-month period System checks for existing record of an incentive payment claim at that agency.
  - a. If there is already the same claim type in submitted, approved, or validated status, no claim will be submitted.
  - b. If there is no existing record of the same claim type, or if the same claim type is in withdrawn or denied status, then system automatically places a claim in submitted status.
2. The two types of Incentive Payments are:
  - a. *Education Attainment Incentive* is automatically submitted when one of the following activities was ended with a “V” completion code in WWP.
    - GE – GED (General Educational Development)
    - HE – HSE (High School Equivalency Diploma)
    - RS – Regular School (K – 12)
  - b. *Vocational Training Completion Incentive* is automatically submitted when one of the following activities was ended with a “V” completion code in WWP.
    - TC – Technical College Activities
    - JS – Job Skills Training
3. When a claim has been submitted it will show up on the Agency Tools > POP Claim List. The Claim Approver can either approve the claim for DCF Adjudication or withdraw the claim.
  - a. Agency has 60 days to act on a submitted claim before it is withdrawn via batch process.
  - b. Prior to approving agency should assure documents are scanned into POPD under the PIN.

**V. Claim Submission and Approval Information and Deadlines**

- **W-2 Claim Approver**



WWP Profile Claim Approver security is a unique W-2 security role. To be granted Claim Approver Security requesters must also have one other role at the W-2 agency. Claim Approver Security can be requested by submitting the WWP Application – User Setup Form ([DCF-F-5212](#)). Claim Approvers cannot approve or withdraw a claim in which they submitted. Claim Approver can only see claims for their agency.

- **W-2 Performance Outcome Claims List**

The Agency Tools, POP Claims button will display in real time all submitted claims, as well as claims that were Returned.

A W-2 Contractor employee, who is designated as an approver, will access the POP Claims tab to review submitted claims. Before approving a claim, the approver must verify that all conditions have been met and that appropriate verification has been scanned into ECF using the document code POPD for the PIN. After reviewing the claim information and the verification that is scanned into ECF, the approver will select the approve to send the claim for DCF adjudication or will withdraw the claim.

- **Claim Status in WWP**

WWP will only use the following six status types:

- a. Submitted – Any claim that an Agency Worker has entered and is awaiting Claim Approver action.
- b. Approved – Any claim that a Claim Approver has reviewed and placed into an “approve” 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 submitted for a second DCF adjudication but is still lacking critical information to be validated. A claim that has been in returned to the agency and has remained in the 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.

- **W-2 Performance Outcome Claim Approval/Review**

A withdraw of a claim may be done by the W-2 Contractor approver or through a batch process in WWP. A batch process will withdraw a submitted job-related performance outcome claim in the following circumstances:

1. A claim has been in submitted status for 60 days.
2. An approved claim has been returned by the adjudicator and not resolved in 10 days.
3. A submitted claim has not had action from the Claim Approver for 90 days from the CED.

State adjudicators will review claim details in WWP, and the verification scanned into ECF using the document code POPD. The state adjudicator will either validate or return the claim to the W-2 contractor requesting additional documentation/information. The W-2 Contractor has 10 days to resolve the request and re-approve the claim for a second adjudication. Claims can only be returned one time. If the claim is still missing critical information after the second adjudication, the claim must be denied.

If the claim is denied after it has already been paid to the W-2 Contractor, DCF will decrease the next payment by the amount already paid for the denied claim. If the claim is denied before the date of the report that determines payments to the W-2 Contractor (i.e., denied the same month it is approved by the W-2 Contractor), then the outcome payment associated with the denied claim will not be paid to the W-2 Contractor.

## **VI. Claim Processing Deadlines**

There are timeframes in which the W-2 Contractor must submit and approve performance outcome claims. Below is the description of those timeframes for each claim type.

### **1. Job Attainment, High Wage, and Long-Term Participant Job Attainment:**

For Job Attainment, High Wage, and Long-Term Participant Job Attainment, the claim may be submitted in WWP no earlier than the CED. For job-related claims, the CED field is auto populated by WWP. The CED is the 31<sup>st</sup> day from the PEBD or CPBD that was used for the basis of the claim and determines the contract -year associated with the claim.

The claim must be submitted and approved by the W-2 Contractor in WWP within 90 days from the CED. To comply with the sixty (60) day contract closeout requirements, all claims must be submitted no later than January 31, 2025.

**Example:** If the date of employment is June 30, 2021, and the participant is still employed on July 30, 2021, and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is July 30, 2021. The W-2 Contractor has until October 27, 2021, to submit and approve the Job Attainment claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the CED occurred. In the example above, payment would be applied to the 2023 contract amounts.

### **2. Job Retention 3-month**

For Job Retention 3-month, the claim may be submitted in WWP no earlier than the CED. For Job Retention 3-month claims, the CED is auto populated by WWP. The CED is the 93<sup>rd</sup> day from the PEBD or CPBD that was used as the basis of the claim.

The claim must be submitted and approved by the W-2 Contractor in WWP within 90 days from the CED. To comply with the sixty (60) day contract closeout requirements, all claims must be submitted no later than January 31, 2025.

**Example:** If the date of employment is October 20, 2022 and the participant is still employed on January 20, 2023 (93<sup>rd</sup> day of employment), and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is January 20, 2023. The W-2 Contractor has until April 19, 2023 to submit and approve the Job Retention claim in WWP.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the CED occurred. In the example above, payment would be applied to the 2023 contract amounts.

### **3. Job Retention 6-month**

For Job Retention 6-month, the claim may be submitted in WWP no earlier than the CED. For Job Retention 6-month claims, the CED is auto populated by WWP. The CED is the 180<sup>th</sup> day from the PEBD or CPBD that was used as the basis of the claim.

The claim must be submitted and approved by the W-2 Contractor in WWP within 90 days from the CED. To comply with the sixty (60) day contract closeout requirements, all claims must be submitted no later than January 31, 2025.

**Example:** If the date of employment is October 20, 2022 and the participant is still employed on April 18, 2023 (180<sup>th</sup> day of employment), and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is April 18, 2023. The W-2 Contractor has until July 16, 2023, to submit and approve the Job Retention 6-month claim in WWP.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the CED occurred. In the example above, payment would be applied to the 2023 contract amounts.

### **4. Educational Attainment and Vocational Training Incentive**

For the Educational Attainment and Vocational Training Incentive, the two components of this incentive listed below must be submitted and approved by the W-2 Contractor in WWP by March 31 of the year following the 2023 calendar year educational attainment or vocational training completion date.

- a. Attainment of a High School Diploma or Equivalency.
- b. Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities.

W-2 Contractors must complete the Educational and Vocational activities with the <V-Educational Attainment and Vocational Training Completion> work programs completion code upon receiving confirmation that the activities were completed. The W-2 Contractor must wait until they have the supportive documentation scanned into the Electronic Case File (ECF) using the document code POPD under the PIN to approve the claim in WWP.

Note: Activity completion codes cannot be backdated past October 1 of the previous year.

## **VII. Worker Tasks**

WWP will generate notifications in the assigned FEP's Worker Task page when the following actions occur:

- When WWP identifies that a claim might be possible
- When a claim has been submitted
- When a claim has been withdrawn by the system
- When a claim has been returned
- When a claim has been adjudicated and denied
- When a claim has remained in returned status for 10 days and is denied

## **Section 4: Work Participation Incentive Payment**

### **I. 25% All Families Work Participation Rate Payment and 60% 2-Parent Families Rate**

DCF is required to meet the Federal Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) on an annual basis. W-2 Contractors who maintain the following outcomes will be eligible for a performance incentive payment.

1. A monthly Federal All Families WPR of 25% or higher for the geographical area
2. A monthly Federal 2-Parent WPR of 60% or higher for the geographical area

DCF will pay the WPR Performance incentive payment 8 months out of the year. Incentivized months will include: January – April and June – September. See the schedule identified in the [Claims and Payment Calendar 2024](#):

DCF will determine the W-2 Contractor's monthly Federal All Families WPR and 2-Parent WPR according to TANF guidelines. The W-2 Contractor is not required to submit a verified claim to be paid a WPR performance incentive payment.

If the W-2 Contractor only meets one of the two outcomes listed above DCF will pay half of the monthly incentive amount. No payments will be made for any month in which the W-2 Contractor does not meet either of the two outcomes listed above.

In its sole discretion, DCF may at the end of the federal reporting year make a payment to the W-2 Contractor of previously unearned Monthly Incentive Payments if the W-2 Contractor achieve a 25% Federal All Families WPR for the year.

### **Federal Work Participation Requirements**

DCF will generate monthly and quarterly reports in WebI. To aid Agencies with monitoring participant activity assignments and viewing their WPR monthly, quarterly and annual summaries the following reports are available as a resource.

For Work Participation Rates Summary by Contract Agency, which will calculate the TANF WPR. These reports will contain all families including two parent families and single parent

families. WPR calculation is based on worker-entered data in WWP. (See Section III below for further information). A family with one or more work-eligible individuals is included in the overall WPR, unless explicitly disregarded. (See Section II.D. below for further information on disregarded participants.)

- **Work Participation Report 01: WPR by Contract Agency Summary -July 2021 onwards**
  - **Work Rate details by contract agency, placement, and family**
- **Work Participation Report 02: WPR by Contract Agency Summary -July 2021 onwards**
  - **This report provides Work Participation Rate summary information by contract agency per quarter**
- **Both reports can be found in the following Webl folder**
  - **Public Folders/DCF/Employment Programs/W-2 Federal Reporting/Work Participation Rate Incentives**

**For participant activity assignment summary agencies can use the Activity Report. The purpose of this report is to help agencies with the following: Identifying the details of the participants and the activities they are involved in, Identifying the start date and end date of each activity of the participant and, Identifying the current status of the activity**

- **Activity report**
  - **Public Folders/DCF/WISDOM/Employment Programs/W-2 Monitoring/Activity/**

#### **A. Core Activities**

In general, for a CSJ or W-2 T participant to meet the TANF work participation requirement, they must participate in a minimum of 20 hours of Core activities per week. These 20 hours do not include hours in which a participant was sanctioned for non-participation. While W-2 good cause policy does not limit the number of hours a participant may receive good cause for non-participation, there are limits on the number of good cause hours that may be counted towards the TANF work participation requirement. The Department will keep track of reportable hours through its federal reporting data system. (See F. below for more detail on how good cause hours are counted for federal work participation)

Core activities, as defined in TANF regulations, that count toward meeting the 20-hour requirement may include participation in any of the following:

1. Working Full-Time (WF) or Working Part-Time (WP). (Tracked in the Employability Plan)
2. Work Experience (WE).
3. Paid Work Experience in the Private Sector, Not Funded by TANF (SZ) and Paid Work Experience in the Public Sector, Not Funded by TANF (SW).
4. Job Skills Training (JS) by itself or combined with Vocational Adult Basic Education (VA), Vocational English-as-a-Second Language (VE), or Vocational Literacy (VL). This activity may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.
5. Technical College (TC) and Technical College Study Time (TT). These activities may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.
6. Activities that fall under the Federal definition of Job Search and Job Readiness. These activities may count toward the 20 hour per week requirement for no more

than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than 4 consecutive weeks. The timeframe for these limits is the preceding 12 months. These activities include:

- a. Disability and Learning Assessment (AD)
- b. AODA Counseling (CA)
- c. Career Planning & Counseling (CE)
- d. Occupational Testing (OC)
- e. Mental Health Counseling (CM)
- f. Employment Search (ES)
- g. Job Readiness/Motivation (MO)
- h. Mental Health Assessment (AM)
- i. AODA Assessment (AA)
- j. Physical Rehabilitation (PR)
- k. Life Skills (LF)
- l. Physicians Assessment (AL)
- m. Career Advancement Services (CR)
- n. Job Retention Services (JR)
- o. Mentor/Coach (MN)

-or-

7. Assignment to a combination of any of the activities listed in 1. Through 6. Above.

#### **B. Non-Core Activities**

Along with the 20 hours per week of Core activities, CSJ and W-2 T participants whose youngest child is age 6 or older must participate in 10 or more hours of additional Core or Non-Core activities, as defined in TANF Regulations. Non-Core activities may include:

1. Adult Basic Education (BE);
2. English-as-a-Second Language (EL);
3. Literacy Skills (LS);
4. General Educational Development – GED (GE);
5. High School Equivalency Diploma – HSE (HE); or
6. Regular School – K through 12 (RS).

#### **C. Teen Parents**

Teen parents ages 18 and 19, who do not have a high school diploma, may meet their work participation requirement either through the combination of Core and Non-Core activities described above, or through participation in activities that fall under the federal definition of Satisfactory School Attendance. These activities include:

1. General Educational Development – GED (GE);
2. High School Equivalency Diploma – HSE (HE); or
3. Regular School – K through 12 (RS).

For Satisfactory School Attendance, the TANF regulations do not require a specific assignment of hours. Participants must demonstrate that they are making progress towards completion of their diplomas.

#### **D. Disregarded Participants**

The following participants are disregarded (not included in the denominator) from the monthly TANF WPR:

1. CSJ and W-2 T participants who are caring for a disabled family member are disregarded from the TANF WPR. In order to be excluded, the participant must be assigned to one of two WWP participation statuses, Caring for Disabled Child (CD) or Caring for Other Family Member (CF).
2. CMC, CSJ, and W-2 T participants who are a single custodial parent with a child under 12 months of age are disregarded from the TANF WPR. There is a 12-month lifetime limit on disregarding a family for this reason.
3. Participants who do not meet the work participation requirement in a month due to a sanction (non-participation without good cause) may be disregarded up to 3 months. The three months need not be consecutive. The timeframe for calculating the 3-month limit is the preceding 12 months.

#### **E. Two Parent Households**

For federal reporting, a two-parent household is defined as two adults with a child in common with neither parent being disabled or caring for a disabled family member. At least one parent in a two-parent household must meet the TANF Work Participation requirements described in A. through C. above. In addition, two-parent households must meet a two-parent work participation requirement:

1. Two-parent households that are receiving federally funded childcare must participate in at least 55 hours of activity, at least 50 of which must be Core activities.
2. Two-parent households that are not receiving federally funded childcare must participate in at least 35 hours of activity, at least 30 of which must be Core activities.

#### **F. Good Cause Hours**

When calculating the TANF WPR, hours of non-participation that are determined to have good cause may count as participation within the following parameters:

1. No more than 80 hours of good cause may be counted as participation. The timeframe for the 80-hour limit is the preceding 12 months.

Hours that are missed due to the following holidays may be counted as participation:

- a) New Year's Day;
- b) Birthday of Martin Luther King, Jr.;
- c) Memorial Day;
- d) Independence Day;
- e) Labor Day;
- f) Thanksgiving Day;
- g) Day after Thanksgiving Day;
- h) Christmas Eve Day;
- i) Christmas Day; and
- j) New Year's Eve Day.

2. Good cause hours counted as participation may not exceed 16 hours in a calendar month. Holidays are not considered in this limit.

## II. Federal Work Participation Calculation

Wisconsin maintains a federal reporting database (FreD) which pulls data from WWP to calculate the Federal WPR. The following WWP screens provide data for the calculation:

- A. CWW W-2 Placement Page-** The participant's W-2 placement type (e.g., CSJ, W 2 T, CMC) is recorded on this screen
- B. WWP Participation Calendar and WWP Non-participation Details.** This screen captures participation and good cause determinations.
- C. Participant Employability Plan:** The participant's activities and employment hours are assigned and tracked until completion on this screen.

## Section 5: Educational Attainment and Vocational Training Incentive

### I. Educational Attainment

DCF will pay a one-time Educational Attainment Incentive for a participant's educational attainment of a High School Diploma or equivalency (WWP Activity: GE, HE, or RS). Verification of the Educational Attainment may consist of a copy of the High School diploma or a printout of GED or HSED test scores as documentation to support that the participant has passed the GED or HSED tests. See table in section III below for payment information.

Note: W-2 Contractors must scan all submitted verification in the participant's ECF using the document code POPD under the PIN prior to the claim being approved.

### II. Vocational Training

For every rolling 12-month period, DCF will pay a Vocational Training Incentive for the completion of the JS or TC activity. The W-2 Contractor must scan verification of the Vocational Training completion into the participant's ECF using the code POPD under the PIN. See table in section III below for payment information.

For a W-2 Contractor to earn the Vocational Training Incentive, the participant must have completed one of the six listed credits, credentials, certificates, or degrees.

1. Credits or a credential earned from a Wisconsin-based [eligible training provider](#), as defined by the Workforce Innovation and Opportunity Act (WIOA) Statewide List of Eligible Training Programs and Providers (including Continuing Education Credits);
2. A license, recognized by the State or Federal Government;
3. A certificate of apprenticeship completion;
4. A certificate of completion of a program approved by the Office of Skills Development through a Fast Forward or Blueprint for Prosperity grant;
5. Completion of a customized training established by an employer with the written understanding that the employer(s) will make a good faith effort to hire the participant upon successful completion of the training; or
6. A bachelor's or associate degree.



For a W-2 Contractor to earn a Vocational Training Incentive, a copy or print-out of the official transcript from a registrar’s office, written communication from the school of record stating completion, the completed course credits, credential, certificate, or degree must be scanned into ECF. For customized trainings developed with an employer, a copy of the written understanding or contract must be scanned into ECF. For curriculums developed through a Fast Forward or Blueprint for Prosperity grant, a copy of the approved grant plan must be scanned into ECF.

Note: W-2 Contractors must scan all submitted verification in the participant’s ECF using the document code POPD under the PIN prior to the claim being approved.

For any assigned activity not completed prior to the review of the EP or if the number of hours assigned in the subsequent EP will change, the FEP must enter a new Employability Plan with the activity’s new begin date

### III. Educational Attainment and Vocational Training Payments

Educational Attainment	Payment Amount
Attainment of a High School Diploma or Equivalency	\$2,000 in the month attained
Vocational Training	
Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities	\$2,000 in the month attained

## Section 6: Customer Satisfaction Incentive

DCF will distribute a bi-annual satisfaction survey payment to a W-2 Contractor with an average 75% positive satisfaction rating using three areas of participant experience sampled in the bi-annual annual Customer Satisfaction Survey (CSS). The 75% average for each contractor will be calculated by taking the weighted average of each survey question and then calculating an overall average score for each survey area. This results in three weighted averages which are then used to calculate an overall average survey score. Each individual survey question is scored using a five-point scale with 5 being the highest rating and 1 being the lowest. A 75% satisfaction score corresponds to an average response of 3.5 on the 5-point scale. The following three survey areas and questions are included in the calculations:

### Communication

Q3 Think about the last time you left a telephone message asking your caseworker to call you back. How many business days did it take for them to respond to you?

Q4 Think about the last time you emailed your caseworker and asked them to respond. How many business days did it take for them to respond to you?

Q11 How clear was the W-2 agency in explaining what W-2 programs and services were available to you and your family?

Q12 How clear was the W-2 agency in explaining what you had to do to get those W-2 services?

### **Helpfulness, responsiveness of the services provided**

Q9 The agency staff helped me with my needs when I asked for help.

Q10 How well did the W-2 agency staff understand what you are looking for from the W-2 program?

Q13 Overall, how satisfied are you with the services you received from the ENTIRE W-2 staff at the W-2 agency?

### **Respect experience by customer**

Q6 The agency staff treated me with respect.

Q7 I felt comfortable asking for help of agency staff when I needed it. (you're not going to ask for help from someone/someplace you do not feel respected...)

Q8 When it came to meeting with an agency staff person, were you able to choose to meet in-person or a virtual meeting?

## **Section 7: W-2 Child Support Liaison NCP Enrollment Incentive**

DCF will pay the W-2 Contractor a quarterly payment for each NCP a Child Support Liaison refers to a government funded employment program, job skills/vocational training certificate program, or technical college program and the referral results in an NCP enrolling in the program. The W-2 Contractor is eligible for one payment a year for each enrolled individual.

Examples of eligible government funded employment programs, , are W-2, Transitional Jobs (TJ), Transform Milwaukee Jobs (TMJ), Trial Employment Match Program (TEMP), FoodShare Employment and Training (FSET), Vocational Rehabilitation, Veterans Affairs (VA) employment programs, Technical College, and WIOA employment programs.

The W-2 Contractor must provide verification of enrollment in the employment or educational program by either an enrollment letter or a copy of the employment plan.

The W-2 Contractor must submit a Microsoft Office Excel spreadsheet with a list of all of the names of the NCPs the W-2 Contractor is requesting payment for by no later than 15 calendar days after the end of the quarter. The Excel spreadsheet and the support documentation to verify the incentive requirements were met must be attached to an email and sent to [DCFDFESBWFFContracts@wi.gov](mailto:DCFDFESBWFFContracts@wi.gov). Payments will be generated according to the [Claims and Payment Calendar 2024](#).

## Section 8: Glossary of Terms:

**Adjudication** – The entire process of completing the review on a claim from start to finish.

**Approved Claim** – An agency claim status that indicates submitted claim the agency has approved in WWP

**Claim** – A request for payment for a performance outcome.

**Claim Effective Date (CED)** - The date a performance claim meets required timeline for claim. For job attainment related claims, this is 31 days from either the PEBD or CPBD. For job retention this is 93 days from the PEBD or CPBD. The CED is also used to determine the contract period an individual claim applies.

**Claim Period Begin Date (CPBD)** – The W-2 Contractor’s chosen begin date for initiating a POP claim for any rolling 31-day period within 180 days from the PEBD.

**Cost Reimbursement** - An allocation for a specific cost or costs that may be reimbursed to the W-2 Contractor based on reporting of actual allowable costs. Reimbursement may be capped at a specified amount or uncapped.

**Denied Claim** – Any claim that has been through DCF adjudication and had been returned to the agency and submitted for a second DCF adjudication but is still lacking critical information to be validated. A claim that has been in returned to the agency and has remained in the returned status for more than 10 days will be denied via batch process.

**Initial Review** – The process of completing the first review of a claim.

**Submitted Claim** – A claim submitted the W-2 Contractor Claim Approver for review using established procedures and within time deadlines for submission.

**Interruption** – A break in employment due to a layoff, quit, or termination.

**Pending Appeal** – A state claim status that indicates a W-2 Contractor has submitted a completed first or second level appeal to DCF and is awaiting a decision from the W-2 Contract Manager or Division Administrator.

**Performance Based Contracting** – An approach that focuses on developing strategic performance metrics and directly relating contracting payment to performance against these metrics.

**Primary Employment Begin Date (PEBD)** – The first date for which the employer paid the participant.

**Performance Outcome Payments (POP)** – An agreed upon amount for each performance outcome attained for which DCF will pay the contractor after receiving reporting of W-2 Contractor expenses (SPARC expenditure reports).

**Returned Claim** – A W-2 Contractor approved claim that DCF reviewed and determined to be lacking in the documentation necessary for DCF to validate the claim.

**Re-Animation** – The process in which a W-2 Contractor can appeal a denied claim and the decision to deny is subsequently overturned by DCF, substantiating the claim.

**Reported Expenses** – The W-2 Contractor is required to report expenses in SPARC based on actual allowable costs incurred.

**Re-Review** – The process of reviewing a Returned claim after the DCF Reviewer receives the agency response.

**Submitted Claim** – A claim that an Agency Worker has entered and is awaiting Claim Approver action.

**Upheld** – A claim that indicates DCF has continued to keep a claim denied after a W-2 Contractor appealed the denial decision.

**Validated Claim** – Any claim that has been through DCF adjudication and is approved for payment.

**Withdrawn Claim** – A claim status that indicates the W-2 Contractor withdrew a claim before or after payment.