



TO: **W-2 Agencies**
Refugee Program Contacts
Refugee Program Liaisons

FROM: Bojana Zorić Martinez, Director
Bureau of Refugee Programs
Division of Family and Economic Security
Department of Children and Families

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

BRP/BWF OPERATIONS MEMO	
No:	BRP 24-11 BWF 24-12
DATE:	07/02/2024
W-2	<input checked="" type="checkbox"/> EA <input type="checkbox"/> CF <input type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/> TMJ <input type="checkbox"/> TJ <input type="checkbox"/> Other EP <input type="checkbox"/>

SUBJECT: Updates to the Wilson-Fish TANF Coordination Program Functionality in the Wisconsin Work Programs (WWP) System

CROSS REFERENCE: [ORR Policy Letter 21-01](#)
[ORR Policy Letter 21-18](#)
[DFES Administrator’s Memo 21-05](#)
[Operations Memo BRP 21-04 / BWF 21-26](#)
[Operations Memo BRP 22-01 / BWF 22-05](#)
[Operations Memo BRP 22-05/ BWF 22-17](#)
[Operations Memo BRP 22-02 / BWF 22-06](#)

EFFECTIVE DATE: May 24, 2024

PURPOSE

This memo communicates the updates to the Wilson Fish tab in the Wisconsin Work Programs (WWP) system made to better document the priority needs and the activities/services requested by Wisconsin Works (W-2) participants who are refugees or Office of Refugee Resettlement (ORR)-eligible populations enrolled in the Wilson-Fish TANF Coordination Program (WFTCP).

BACKGROUND

As detailed in [Operations Memo BRP 22-02 / BWF 22-06](#), new functionality was added to the WWP application. This addition, in the form of a tab (Wilson Fish) on the WWP Participant Summary page, plays a crucial role in supporting the WFTCP. The fields in the Wilson Fish tab are specifically designed to document the enrollment and foundational case management activities/services provided to participants in the WFTCP.

The new functionalities in WWP, outlined in this memo, were deployed on May 24, 2024, and enhance the existing functionality incorporating elements of the case management methods used by Refugee Program Liaisons (RPLs) with W-2 participants enrolled in the WFTCP, including:

- The best practices of the WFTCP foundational case management framework (Transition-To-Success); and
- Elements of the Family Self-Sufficiency Plan (FSSP) policies that DCF's Bureau of Refugee Programs (BRP) requires its Refugee Support Services (RSS) partners to follow and report on.

BRP will monitor the Wilson Fish functionality until December 31, 2024. Based on its use and acceptance, the Bureau may make additional changes to ensure the updated functionality can be used to document enrollment and foundational case management activities/services provided to eligible participants in other W-2 programs.

WISCONSIN WORK PROGRAMS (WWP)

UPDATED FUNCTIONALITY IN THE WWP APPLICATION – THE WILSON FISH TAB

Roles

RPLs and other designated W-2 agency staff with experience working with refugees and other ORR-eligible populations can use the fields in the Wilson Fish tab in WWP to assess the specific needs of W-2 participants enrolled in the WFTCP.

Rules

The Wilson Fish tab is to be used in the case management of W-2 program participants who hold one of the following immigration statuses (ORR-eligibilities):

- Refugee
- Asylee
- Victim of Human Trafficking
- Amerasian
- Cuban Entrant
- Haitian Entrant
- Special Immigrant Visa (SIV) recipients from Afghanistan and Iraq
- Eligible Afghan Humanitarian Parolees and Ukrainian Humanitarian Parolees

Refer to [ORR status and documentation requirement for the ORR Refugee Resettlement Program](#) for further information about ORR eligibilities.

Overview

In addition to several existing fields in the Wilson Fish tab, this change adds fields that designated staff at W-2 agencies can use to:

- Document whether the ORR-eligible W-2 participant was provided Job Referrals and/or Job Preparedness Services by the W-2 agency;
- Further clarify the ORR-eligible W-2 participant’s resettlement situation – especially their connection to a local Resettlement Agency;
- Clarify the ORR-eligible W-2 participant’s native language and the W-2 staff’s need for interpretation; and
- More thoroughly document the ORR-eligible W-2 participant’s priority supportive service needs.

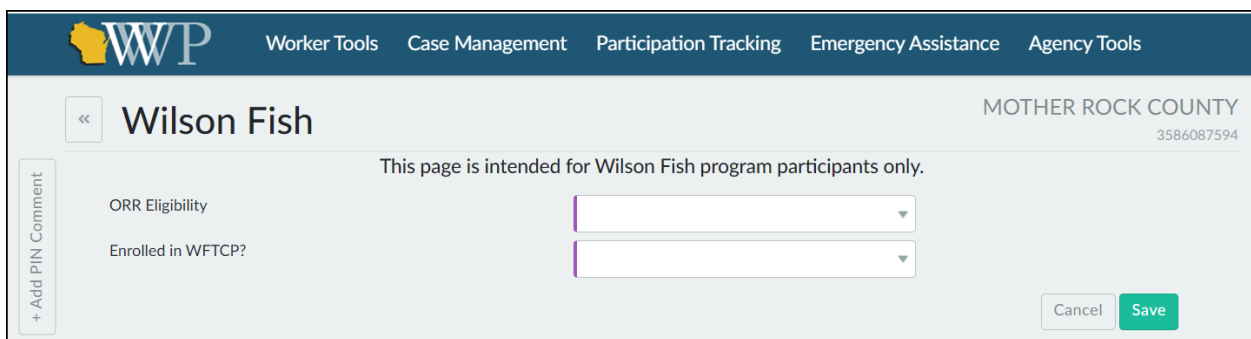
UPDATED WWP FUNCTIONALITY – THE WILSON FISH TAB

To use the Refugee tab, click on the Case Management option, then select the Wilson Fish “Fish” icon (pointed by the yellow arrow):



When this tab is selected, the first section displays.

SECTION 1. ORR ELIGIBILITY & WFTCP ENROLLMENT



ORR Eligibility

Based on the W-2 participant's eligibility ([ORR status and documentation requirement for the ORR Refugee Resettlement Program](#)), select from Afghan Humanitarian Parolee, Afghan Special Immigrant Conditional Permanent Resident, Afghan Special Immigrant Parolee, Amerasian, Asylee, Cuban Entrant, Haitian Entrant, Parolee – Non-Ukrainian that Resided in Ukraine, Refugee-Burmese, Refugee-Congolese, Refugee – Other (Detail in Notes), Special Immigrant Visa (SIV), Ukrainian Humanitarian Parolee, or Victim of Human Trafficking.

Enrolled in WFTCP

Designated staff must select either In-Person or Remote. The information in this field is used to characterize the county where the WFTCP participant resides. This designation is used for federal reporting purposes:

- In-person Counties are those that have an office of a Resettlement Agency in the county where they reside:
 - Select "In-Person" when the WFTCP participant resides in one of the following 10 "In-Person" counties in Wisconsin: Brown, Calumet, Dane, Eau Claire, Marathon, Milwaukee, Portage, Outagamie, Sheboygan, and Winnebago.
- Remote Counties are those that DO NOT have an office of a Resettlement Agency in the county where they reside - there are 62 Remote counties in Wisconsin.
 - Select "Remote" when the WFTCP participant **does not** live in Brown, Calumet, Dane, Eau Claire, Marathon, Milwaukee, Portage, Outagamie, Sheboygan, or Winnebago counties.

SECTION 2. PARTICIPANT INFORMATION, REFERRALS, AND JOB PREPAREDNESS & OTHER SUPPORTIVE SERVICES

Once selections are made for the **ORR Eligibility** and **Enrolled in WFTCP?** fields, the following fields will be displayed in the tab.

Date Enrolled in WFTCP – This date defaults to be the same as the date that the participant is enrolled in the W-2 program. If not, enter the appropriate date.

Source of the Referral – Choose from Alternative Resettlement Agency, Other Social Services Organization, Resettlement Agency, Walk-in, Walk-in: Welcome Corps, Walk-in: United for Ukraine (U4U) Sponsor or Welcome Connection Sponsor, Walk-in: other.

NEW FIELD – Participant Provided with Job Referrals? - This new field documents whether the W-2 agency provided Job Referrals. Choose Yes or No. When Yes is selected, staff will be prompted to provide details in PIN Comments.

NEW FIELD – Participant Provided Job Preparedness Services – This new field documents whether the W-2 agency provided Job Preparedness Services. Choose Yes or No. When Yes is selected, staff will be prompted to provide details in PIN Comments.

Date Enrolled in WFTCP	<input type="text" value="03/29/2024"/>
Source of the Referral	<input type="text" value="Walk-In: Welcome Corps"/>
Participant provided with Job Referrals?	<input checked="" type="radio"/> Yes <input type="radio"/> No <i>If Yes, provide details in PIN Comments</i>
Participant provided Job Preparedness Services	<input checked="" type="radio"/> Yes <input type="radio"/> No <i>If Yes, provide details in PIN Comments</i>

Alien Number – Enter the eight- or nine-digit number that can be found on various documents from the U.S. Citizenship and Immigration Services (USCIS). Examples of the Alien Number on documents include the USCIS# on an Employment Authorization Document or the Registration Number on an immigrant visa. **New update - With this system change, designated staff can enter an Alien Number that begins with “0” (zero).**

Alien Number	<input type="text" value="053456789"/>
Who helped the Participant arrive / resettle in Wisconsin	<input type="text" value="Self - Arrived in Wisconsin on Their Own"/>
Has the Participant contacted a Resettlement Agency?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Is the participant a Secondary Migrant?	<input type="radio"/> Yes <input checked="" type="radio"/> No

NEW FIELD – Who helped the participant arrive / resettle in Wisconsin? – This new field clarifies the participant’s resettlement situation, especially their connection to a local resettlement agency. Choose from Resettlement Agency, Private Sponsor (for example, United for Ukraine or Welcome Connection), Welcome Corps Private Sponsor Group (PSG), or Self – Arrived in Wisconsin on Their Own. When Resettlement Agency is selected, staff will be prompted to choose **Which Resettlement agency?** helped the participant arrive/resettle in Wisconsin: Catholic Charities of Green Bay, Hanan Refugee Relief, International Institute of Wisconsin, Love, Inc, Lutheran Social Services, Multicultural Community Center/ECDC, World Relief, or Participant is unable to name the Resettlement agency. When Private Sponsor (for example United for Ukraine or Welcome Connection) is selected, a text field to enter the **Name of Private Sponsor** will be displayed. When Welcome Corps Private Sponsor Group (PSG) is selected, a text field to enter the **Name of Welcome Corps PSG** will be displayed.

NEW FIELD – Has the participant contacted a Resettlement Agency? – This new field documents whether participants have connected with local resettlement agencies if they arrived/resettled by themselves or with the help of private sponsors. Choose Yes or No.

Is the client a Secondary Migrant? – This field documents whether the participant moved to Wisconsin after first resettling in another U.S. city but has been in the U.S. for less than three years. Choose Yes or No. When Yes is selected, staff will be prompted to enter the name of the city and state from where the participant moved to Wisconsin in the field **From where in the U.S. did the client arrive?**

Is the participant a Secondary Migrant?	<input type="button" value="Yes"/> <input type="button" value="No"/>
Principal Language Spoken	Arabic <input type="button" value="v"/>
Was an Interpreter needed?	<input type="button" value="Yes"/> <input type="button" value="No"/>
English Language Level	1 - Not at All <input type="button" value="v"/>

NEW FIELD – Principal Language Spoken - This field documents the principal language spoken by the participant. Staff will be prompted to choose from the following: Arabic, Burmese, Dari, Farsi, French, Hindi, Pashto, Rohingya, Russian, Spanish, Swahili, Ukrainian, or Other. When **Other** is selected, staff will be prompted to enter **Details** in the displayed text field.

NEW FIELD – Was an Interpreter Needed? – This new field documents whether the participant needed an interpreter. Choose Yes or No.

English Language Level – Based on information from the referral source or using your best judgment, choose one of the following levels of English language comprehension: 1–Not at All, 2–Not Well, 3–Well, 4–Very Well, or 5–Fluent.

NEW FIELD - Supportive Services Requested by the Participant - These new fields document the participant’s priority supportive service* needs. The eleven supportive services in the Wilson Fish tab align with those in the [Supportive Service Plan form \(DCF-F-DWSW12956-E\)](#). Choose Yes or No depending on the service that the participant identifies. When ‘Yes’ is selected for any supportive services, a text field is displayed, which allows up to 1000 characters for the staff to **Note**/elaborate on the supportive services provided to the participant. This is a required field.

Supportive services requested by the Participant

Emergency services (e.g. food pantry, clothing, etc.)	<input type="button" value="Yes"/> <input type="button" value="No"/>	Access to economic support	<input type="button" value="Yes"/> <input type="button" value="No"/>
Household budgeting / money management	<input type="button" value="Yes"/> <input type="button" value="No"/>	Legal / immigration assistance	<input type="button" value="Yes"/> <input type="button" value="No"/>
Education / training	<input type="button" value="Yes"/> <input type="button" value="No"/>	Child care	<input type="button" value="Yes"/> <input type="button" value="No"/>
Employment support / career advancement	<input type="button" value="Yes"/> <input type="button" value="No"/>	Personal or family health care	<input type="button" value="Yes"/> <input type="button" value="No"/>
Transportation	<input type="button" value="Yes"/> <input type="button" value="No"/>	Use of technology (mobile device/cell phone, computers, etc.)	<input type="button" value="Yes"/> <input type="button" value="No"/>
Housing	<input type="button" value="Yes"/> <input type="button" value="No"/>	Other need	<input type="button" value="Yes"/> <input type="button" value="No"/>

Notes

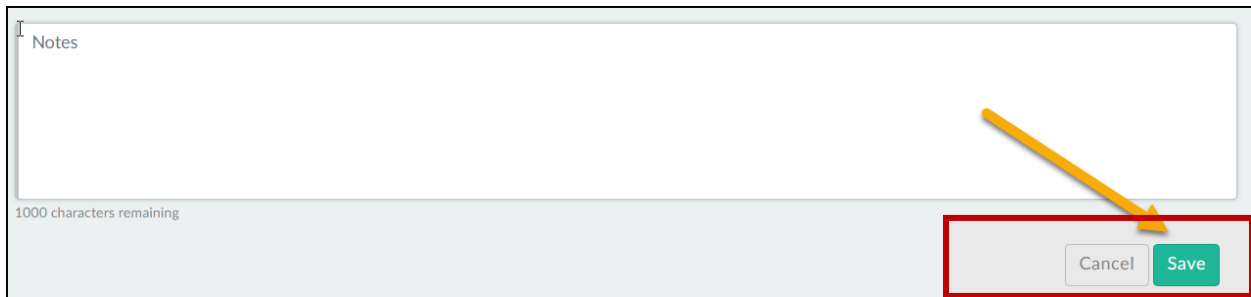
1000 characters remaining

New Requirement - Notes - The last section of the Wilson Fish page is a field for Notes. In this freeform field, staff can note specific details about the participant, the participant’s family, or

the case management. For example, if the designated staff selected Refugee-Other on the ORR eligibility section, they should write the client’s country of origin in the notes section.

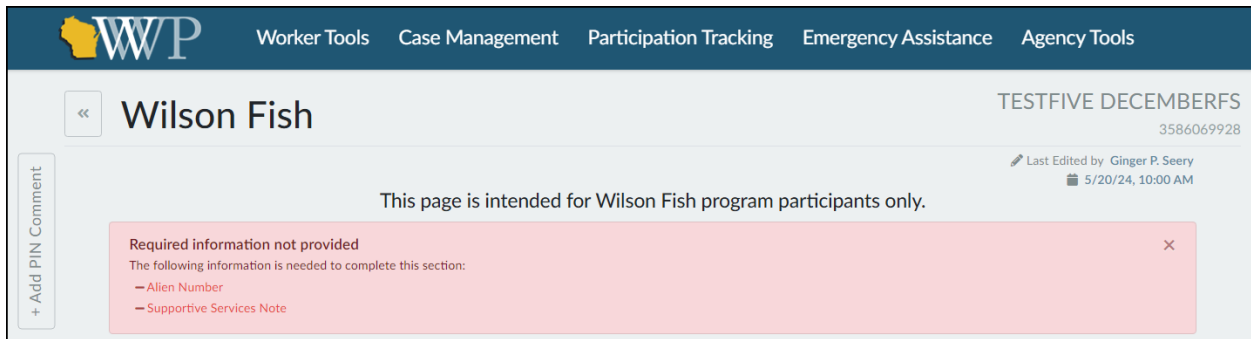
SECTION 3. SELECTING SAVE

After the designated staff enters or updates information in this Wilson Fish tab, they must select Save.



SECTION 4. MESSAGE WHEN INCOMPLETE INFORMATION IS ENTERED

A red error message will appear when one or more required fields are incomplete or entered incorrectly. Correct the missing information before saving it or **Save** the page with errors to be corrected later.



POLICY

There are no policy changes associated with this update.

REPORTS

The reporting requirements have not changed.

TRAINING

BRP staff will review the materials in this memo with W-2 agency RPLs and other refugee program staff at WFTCP Coordination meetings; technical assistance will also be provided at these regular meetings and on an as-needed basis.

AGENCY ACTION

The updates to the Wilson Fish tab in the WWP system are effective May 24, 2024. The W-2 agencies contracted for the WFTCP that handle cases of ORR-eligible families should adhere to the changes in this memo as of the effective date.

CONTACTS

For questions regarding the WFTCP or the content of this memo, please contact the Bureau of Refugee Programs at dcfrefugeewftcp@wisconsin.gov.

DCF/DFES/BWF/GS
DCF/DFES/BRP/TT & AR