Wisconsin Work Programs (WWP) will be updated on February 22, 2025. These changes will be available for users on February 24, 2025. Here is what you need to know.

WWP Transfers Between W-2 Regions (OM-25-03)

Wisconsin Work Programs (WWP) will be enhanced to allow a W-2 participant to be transferred from one region to another, throughout Wisconsin. WWP is changing from agency based to region based.

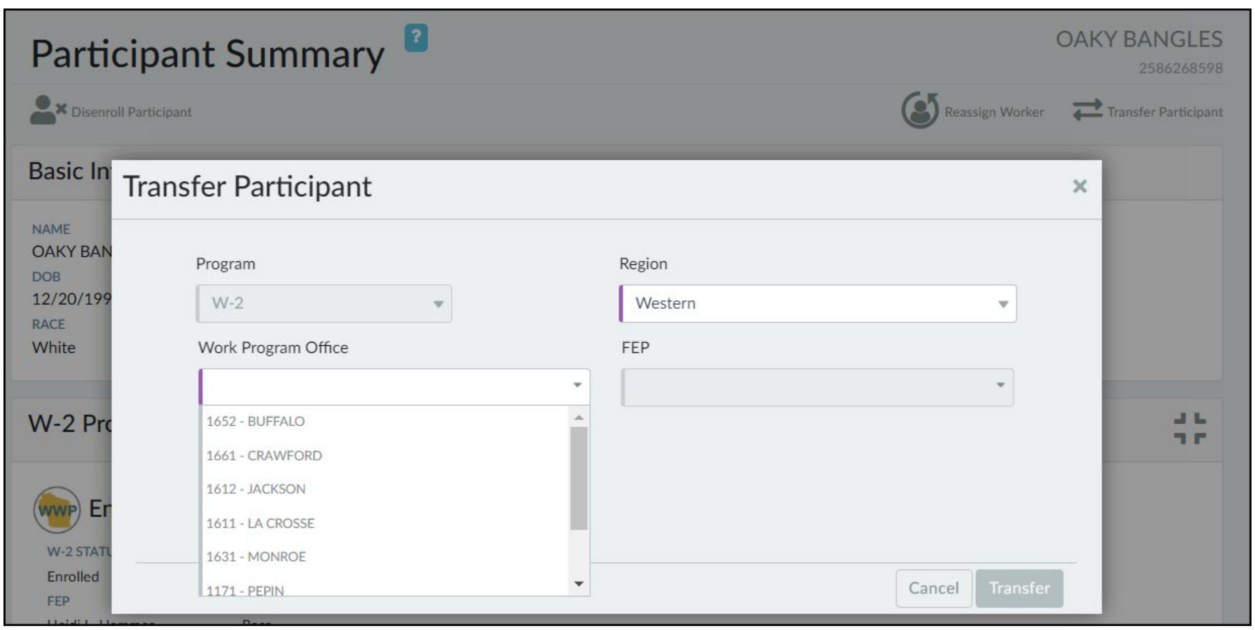
See System Updates for CWW W-2 Case Transfer updates.

How it Works:

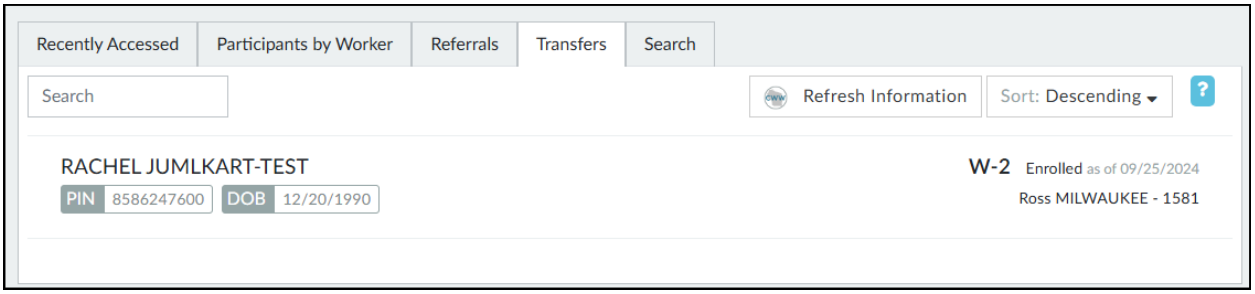
To support this change, region fields and associated functionality will be added to WWP. No transferred participant will have to reapply for W-2 at the new agency after February 24, 2025.

When a user selects Transfer Participant from the Participant Summary page, a page will pop up allowing the user to select a region. If a Milwaukee region is selected, the Work Program Office field will auto populate with the region's work program office. If a Balance of State region is selected, the user must select a work program office.

The Employability Plan Begin Date updates to the date of the transfer.



There is a new Transfers tab where receiving agencies can view incoming transfers. Incoming transfers will remain on the transfers tab until a new FEP is assigned. The existing Referrals & Transfers tab will be for referrals only.



Operations memo [25-03 Statewide Expansion of W-2 Case Transfers: Updates to Policy and Process]() describes the policy change driving the WWP changes.

Impact:

When a region outside of Milwaukee is selected on the Transfer Participant page, workers will have to select a work program office. Workers will find incoming transferred PINs on the new Transfers tab.

See Training and Demos:

A new desk aid, Transfer to New Agency Process, can be found in the [Learning Center]().

The [Statewide Case Transfer Process Guide]() is available and can also be viewed in the appendix of the [W-2 Manual]().

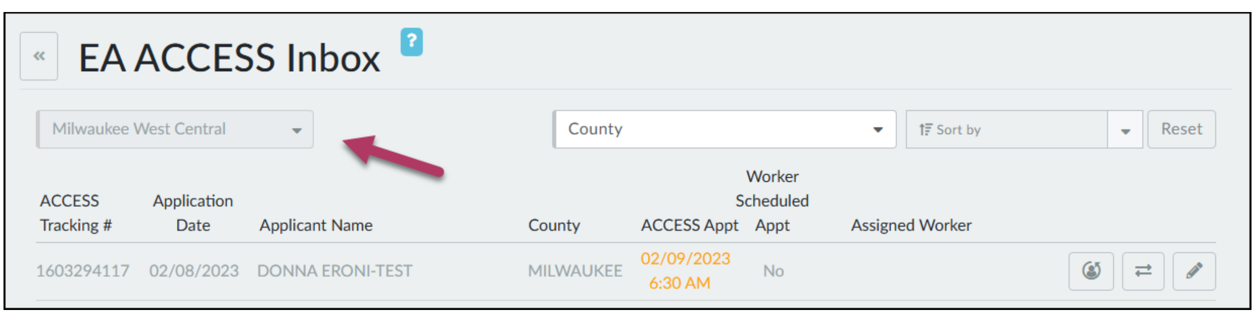
Emergency Assistance

Emergency Assistance (EA) functionality will be enhanced to support regionalization in WWP.

How it Works:

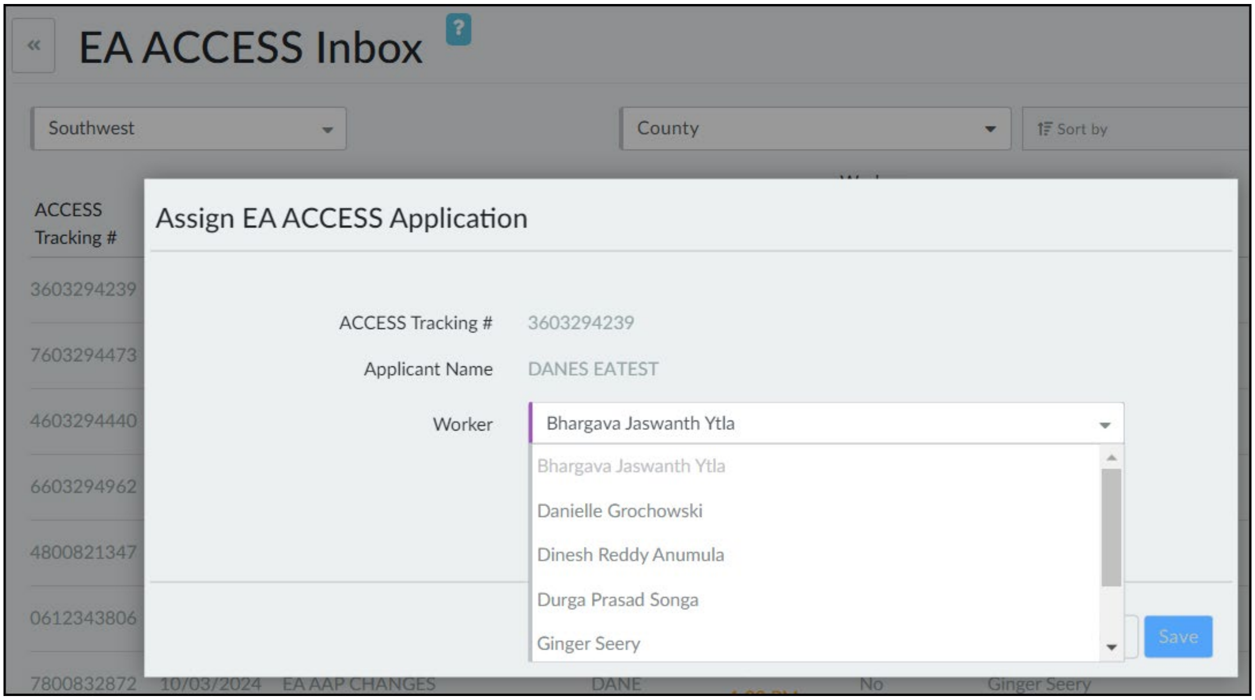
<u>EA ACCESS Inbox</u>

The EA ACCESS Inbox will have a new Region field that will auto populate with the user's region.



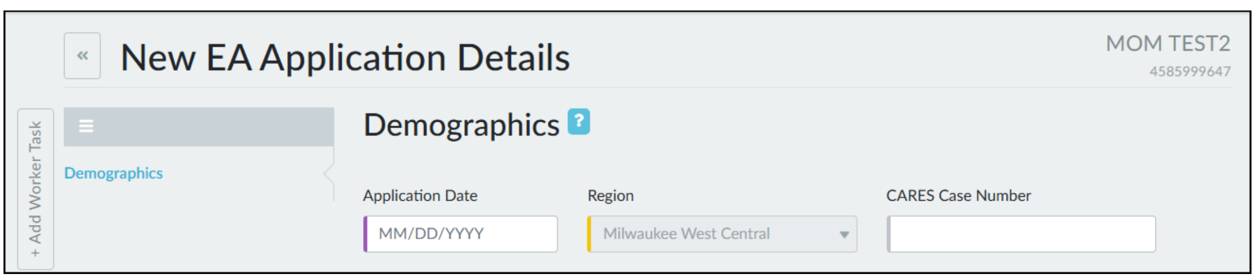
For users with access to one or more regions, the new field will have a drop down displaying available regions. Once a region is selected, EA applications for that region will populate the Inbox.

When assigning EA applications, only workers with access to the specified region will display in the Worker drop down list.



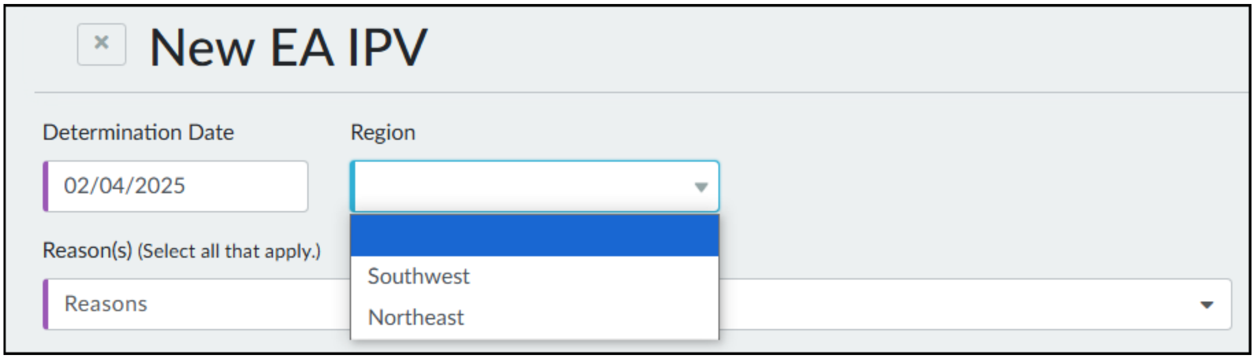
New EA Application Page

Applications processed out of the Inbox will auto populate the Region field on the New EA Application Details page. The field will auto populate and be protected for manually entered applications based on the user's region. If users have access to more than one region, they will need to select from the Region field dropdown. The field will become protected after the page is saved.



New EA IPV Page

The new Region field will auto populate based on the user's region. If users have access to more than one region, they will need to select a region from the dropdown list.



Impact:

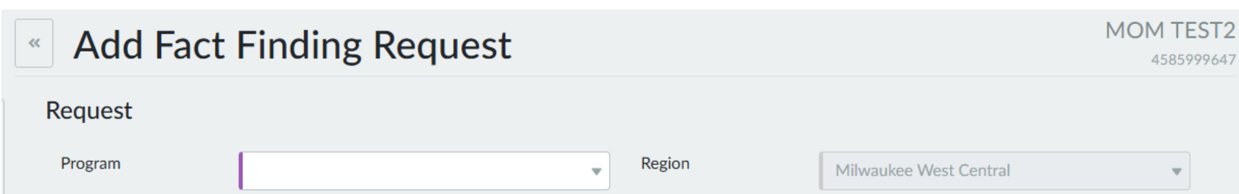
Workers with access to more than one region will need to select a region from the Region dropdown list on the Inbox page, manually entered application on the New EA Application Details page, and on the New IPV page.

Fact Finding

WWP Fact Finding functionality will be enhanced to support regionalization in WWP.

How it Works:

A Region field will be added to the Add Fact Finding Request page. The field will auto populate with the user's region and be protected. If a user has access to more than one region, the user must select a region from the drop-down list.



Impact:

Workers with access to more then one region will need to select a region for the new Region field.

New WWP Warning Message for Excessive Hours

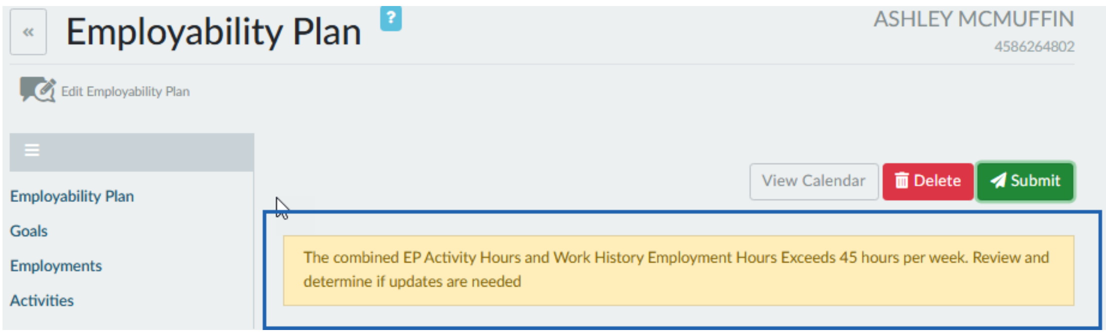
Starting February 24, 2025, WWP will display a warning message when the combined total weekly employment hours in Work History and the activity hours on the Employability Plan equals or exceeds 45 hours. This new warning message will only display for participants enrolled in W-2.

How it Works:

How WWP will make this determination:

1. Identify all unsubsidized employments with no end dates in Work History and sum the average weekly hours of all open employments.
2. Find the most recent In-Progress or Submitted W-2 EP and identify the week on the EP with the highest total assigned/scheduled activity hours.
3. Add together: a) the average weekly open employment hours from Work history, and b) the highest weekly assigned activity hours.
4. If the total combined hours is equal to or above 45 hours, WWP will display a warning message.

The message will display on the WWP page where the worker is taking the action (i.e., either on the Work History record or the EP Submit page). Below is how the message will display on the In-Progress Employability Plan:



After the warning message displays, the worker can either make updates before saving/submitting; or immediately proceed to save/submit process on the page.

Impact:

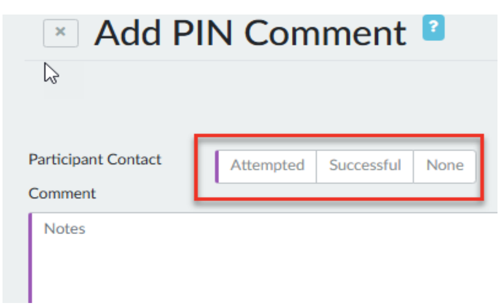
Workers will now have an edit to allow them to double check the participation activity hours and employment hours.

Tracking Participant Contacts Using PIN Comment Page

WWP has been enhanced to allow PIN comments to be added by selecting PIN Comments on the Participation summary and workers can now track the contact method.

How it Works:

<u>On *Add PIN Comment* page:</u>



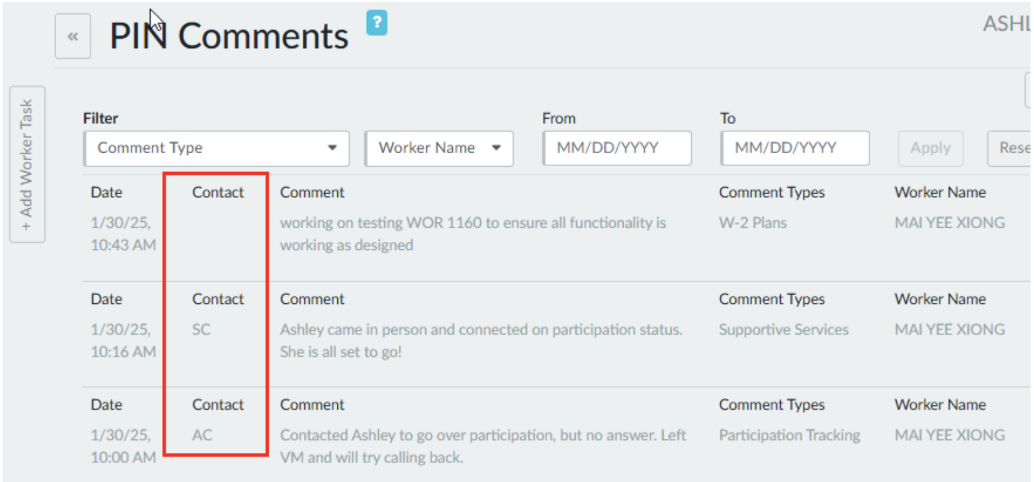
1. A new required field, *Participant Contact,* displays with 3 buttons:
    - If PIN comment was not the result of participant contact, worker selects:
        - *None*
          When selected, no other fields are displayed, and worker is directed immediately to complete the existing Comment box.
    - If the PIN comment is the result of an attempted or successful contact with the participant, worker must select either:
        - *Attempted*
          If selected, a new *Contact Method* dropdown displays. Worker must select one of the following:
            - Left Phone Message
            - Sent Email/Text
            - Other

          -Or-
        - *Successful*
          If selected, a new dropdown, *Contact Method* displays. Worker must select one from the following:
            - *In-Person*
            - *Virtual Technology*
            - *Email/Text*
            - *Phone Contact*
            - *Other*
2. When either *Attempted* or *Successful* was selected, two additional fields display:
    - *Contact Date*:
        - Indicates the date that contact was made. Field will default to today's date but is updateable.
    - *Add Worker Task:*
        - If the worker indicates Yes, the Worker Task fields will immediately display on the page. After the *Add PIN Comment* page is saved, the new worker task will be saved to the *Worker Task List* off the worker's Home Page.
3. Worker must enter a comment in the existing *Comment* box and select one or more of the *Comment Types* from the drop down.

    Note: *Attempted Contact, Email Contact and Phone Contact* are no longer options in the Comment Type dropdown to eliminate redundancy.

<u>On *PIN Comment* history page:</u>

1. A new *Contact* column will display the contact method. It will populate with "AC" for attempted contact, "SC" for successful contact, or blank for no contact.



On the *Transactions* Page:

1. If a PIN comment is saved and the worker indicates that the Participant Contact is Attempted or Successful, then WWP will record one of the following transactions; The display will include the code but not the code description.
    - Attempted Contact – PM (Left Phone Message)
    - Attempted Contact – ET (Email/Text)
    - Attempted Contact – OT (Other)
    - Successful Contact – IP (In Person)
    - Successful Contact – VT (Virtual Technology)
    - Successful Contact – ET (Email/Text)
    - Successful Contact – PC (Phone Contact)
    - Successful Contact – OT (Other)

Impact:

This will allow a better tracking of how communication was reached from worker to participant or participant to worker.

WWP Audit Trial

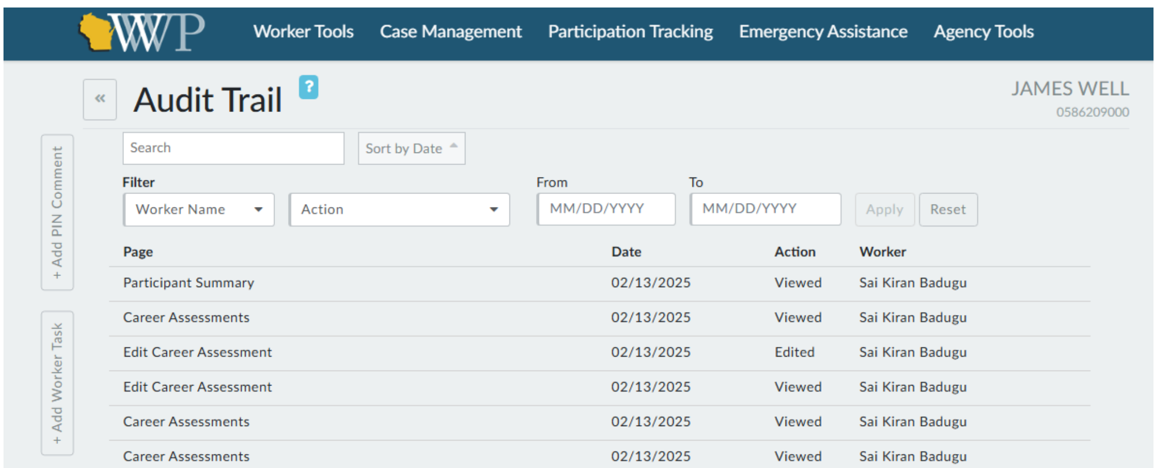
The WWP Audit Trail is the implementation of an audit trail system within WWP to ensure transparency, accountability, and compliance across WWP by logging and monitoring activities related to data access, modifications, and transactions.

The objective of the WWP Audit Trail is to protect sensitive data and ensure that all access and modifications are tracked and provide a clear record of actions taken by workers for future reference or investigation. This would also enable the organization to monitor and review data-related activities in real-time.

How it Works:

The WWP Audit Trial is available through the binocular's icon under the Case Management Tab of a PIN in WWP.

The Audit Trial opens in a new window with search functionality to quickly locate specific log entries based on various criteria. The Audit Trail also provides functionality to filter and sort logs by multiple parameters to facilitate analysis.



The Audit Trial will log when users view, edit, delete or add WWP pages.

The Audit Trail will be available to the following WWP Profiles

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

If your profile does not have access to the Audit Trail an unauthorized access message will display. If you have a restricted profile and have a need for Audit Trail information you may contact the W-2 Work Program Help Desk.

Impact:

In WWP certain User Profiles now have a tool to capture detailed information about the page where workers have performed any action.

W-2 Office Administration Only Role – Expanded Read Only View

To bring the role more in line with other View Only roles in WWP and the shift of WWP to region based model, the W-2 Office Administration Only role will now be able to access more pages in WWP across all regions.

How it Works:

Previously, the W-2 Office Admin Role was restricted to a handful of pages in WWP. Now the role will have full read only access to WWP pages, like other Read Only roles. This change is automatic, and the functionality will be available upon log in for those users already in the W-2 Office Administration Only role.

Impact:

This change allows users in this role to better support participants and agency staff by being able to provide more information to those individuals in a timelier matter.

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